North Avenue Surgery

16-18 North Avenue

Cambuslang

Glasgow

G72 8AT

Practice Newsletter February 2020

Staff

We welcome two members of permanent staff to our team – Dr Veronica Mallon has recently joined us and works Monday, Tuesday, Thursday and Friday and Dr Gwen Reid, who started with us in 2019 and works Tuesday, Wednesday and Friday. In addition, Dr Laura Paterson, is returning to us after maternity leave in March 2020 and we look forward to her return. Dr Paterson works Wednesday, Thursday and Friday. We have also welcomed Ross McCann and Demmi Palmer to our team of Patient Care Advisors over the recent months and they are fitting in well.

Announcement

Dr Nicola Donoghue and her family welcomed baby Theo to the world on 30/1/20, they are delighted and Mum and baby are doing well.

Appointment System

Our new appointment system has been in place for just under a year. We have had feedback from patients and staff alike that this seems to be working well. You will be aware of the ever-increasing demand and pressure on the NHS. We strive to meet the demand for appointments whilst providing the best possible care for our patients. This winter has been busier than ever for the NHS, we hope you can bear this in mind when contacting the surgery. We continue to develop (and hopefully perfect!) our appointments system but if you have any comments or suggestions you wish to make please don’t hesitate to get in touch.

Signposting

Our Patient Care Advisors (PCAs) have been trained to take details about any appointment request and can direct you to help you to see the most appropriate person in a timely manner. This may include redirection to other services you may not be aware of. Please note that our PCAs are strictly bound by our confidentiality policy.

Resources for patients

If you wish further information on the resources available to you, you may wish to look at the following information.

NHS Lanarkshire - Know who to turn to: <https://www.nhslanarkshire.scot.nhs.uk/kwttt/>

‘Well Connected’ is Lanarkshire's social prescribing programme. It makes it easy for people to take part in and benefit from activities and services that we know can improve well-being:

<http://www.elament.org.uk/self-help-resources/well-connected-programme/>

We have hard copies of the information on both websites should you require them.

Pre-bookable Appointments

We book appointments up to 2 weeks in advance. We avoid booking too far in advance as this usually results in more non-attended appointments. If you require an appointment with one of the team at North Avenue Surgery please select option 2 on 0141 641 3037 or 0141 641 1000 at any time of day between 8.30am – 6pm. The partners of North Avenue Surgery have asked our PCAs to ask for a brief description on what your appointment is regarding. Bear in mind that the phone lines are likely to be busier at the beginning of the day due to patients calling about emergency issues.

Emergency Appointments

If you feel that you have an urgent issue that needs dealt with on that day then please contact the surgery. One of the team will take details on what this is regarding and will ask a GP, Advanced Nurse Practitioner (ANP) or pharmacist to telephone you depending on what this is regarding. Please note that you should call as early as possible in the day so we can organise a suitable appointment for you.

Home Visits

Clinicians are able to see 3-4 patients in the surgery in the same time it takes them to visit a patient at home. Please bear this in mind when requesting a home visit as they will only be carried out when absolutely necessary. If you feel that you or a relative need a visit at home please request this as early on in the day as possible – ideally before 10am.

‘Bloods and Go’ Service

We now have access to a new bloods service called ‘Bloods and Go’ based at the treatment room at Rutherglen Primary Care Centre. This is a drop-in service open 8am – 3pm Monday to Friday, it is excellent if it is difficult for you to attend a pre-booked appointment for bloods that a clinician has requested or you prefer an early morning appointment. Either the clinician or our reception team will give you a form and labels to take with you. Please ask at our front desk if you wish any further details.

Missed Appointments

There were:

124 missed appointments in December (20 + hours) and 85 missed appointments in January (14 + hours).

If you wish to receive text reminders for your upcoming appointments please ensure we have an up to date telephone number and you have filled in the consent form to allow us to text you.

‘Minor Ailments’ Service

The Minor Ailments service is changing from April 2020. There will be no restriction on who is eligible for the service. All pharmacies in Cambuslang and Rutherglen can provide advice and treatment for a range of health issues. Not many people are fully aware of the treatments can be provided by your local pharmacy but these include cough, colds, conjunctivitis (over 1s), sore throat and earache less than 3 days, verrucas, constipation, urinary tract infections (18-65y) including prescription of antibiotics, hayfever, quit smoking plus many more.