

## FULTON STREET MEDICAL CENTRE

# NEWSLETTER

We sent out a newsletter to all our patients in the spring of this year and are pleased it received such a positive response. As such, we hope to keep you updated in this way with general information, both nationally and within the practice. As a result of a few patients finding our previous newsletter difficult to read on their phone, we have also uploaded it to our practice website ([www.fultonstreetmedicalcentre.co.uk](http://www.fultonstreetmedicalcentre.co.uk)). We trust this will be helpful.

### PRACTICE NEWS

Dr McCartney who normally works in the surgery on a Monday & Wednesday (all day) plus a Tuesday morning is presently not in the surgery most Wednesdays at the moment. We are fortunate to have most of these sessions covered by Dr Janice McCall\* who has worked with us on an ad-hoc basis for some years, so is familiar with many of our patients.

We are also pleased to welcome Hayley as a new member of staff to our team of receptionists.

Our 2 Practice Nurses are highly experienced clinicians who continue to focus on managing our patients living with chronic health conditions. Sr. Discombe has been a qualified prescriber for a number of years and we are delighted to be able to congratulate Sr. Kelly who has also recently qualified as a prescriber. In line with national guidance, which is centralising all treatment room work (such as bloods, dressings, ear care, etc), both nurses are now free to concentrate their advanced knowledge and nursing expertise on our patients with more complex needs.

### RIGHT CARE – RIGHT PLACE

As with all areas in the NHS, general practice is faced with an ever-increasing demand on its services and the clinicians operate at full capacity every day. We appreciate that the majority of patients understand that there is a limit as to how many patients can be dealt with on a daily basis and will only request urgent attention when clinically appropriate. We should like to stress that any urgent medical issue that could not wait until the following day will ALWAYS be dealt with as an urgent appointment. All non-urgent issues are best dealt with by booking ahead for a routine appointment, where you have the choice of a telephone or face to face consultation.

It is also useful to remember that the GP is not necessarily the 'go-to' person for every medical issue and we encourage patients to utilise more appropriate healthcare professionals where possible:

- All eye issues should be seen by an **optician** and any problem with mouth, teeth or gums by a **dentist**.
- The **Advanced Practice Physiotherapist** (available Monday afternoon & Thursday all day) should be booked for any new bone, joint or muscle pains. She can assess, diagnose, advise and refer for further investigations or services as necessary. See our website for further information.
- **Pharmacies** should be utilised for most common ailments such as coughs & colds, sore throats, indigestion and general aches & pains.

- Cuts, minor burns, sprains, strains or suspected broken bones are all dealt with by the **Minor Injuries Unit**. There are 2 units serving our area – QEUE and Stobhill
- **NHS Inform** has valuable guidance on accessing healthcare along with self-help guides and other useful information. Please access this at [www.nhsinform.scot](http://www.nhsinform.scot)

## PRESCRIPTIONS

More than half of our registered patients are on one or more repeat medications. This produces an enormous administrative workload within the practice and you can help by ensuring that all your medication is ordered around a week in advance of you needing it as we require **at least 72 hours for processing of prescriptions**.

Most pharmacies offer a 'managed repeat' service and you can arrange with them to order your medication for you on an ongoing basis. This saves you from having to remember to contact the surgery to place an order as the pharmacy will do this on your behalf to ensure you do not run out of medication. If such a service would be helpful to you, please speak with your local pharmacy. Otherwise, you can still order your prescriptions on our telephone line (option 2 – leave a message) or via our website.



If you have had a telephone consultation with a GP and they are providing you with a prescription, we should be grateful if you would wait at least an hour or so before coming to collect it. Often the GPs bring all prescriptions to reception at the end of their surgery and we would not wish for you to be inconvenienced by it not yet being available. The same principle applies if you have asked the GP to pass your prescription on to a chosen pharmacy. Pharmacies usually collect prescriptions from GP surgeries on a daily basis but it is important to be aware that their drivers may already have made their collection from us before your prescription has been provided (you may wish to check this with your pharmacy).

## FLU & COVID VACCINATIONS



It's that time of year again and those patients who are entitled to these vaccinations will be lettered directly. As has been the case for a few years now, this service has been centralised and GP practices are no longer involved in the invitations or appointments for carrying out these vaccinations. Information on winter vaccines and the cohort of patients who are entitled to them can be found on the NHS Inform website at [www.nhsinform.scot/winter-vaccines](http://www.nhsinform.scot/winter-vaccines) Here you will find guidance on how to book, cancel or rearrange an appointment online. You can also contact the National Vaccination Helpline on 0800 030 8013 if you wish to do this over the phone instead. The helpline is open

from 9.00am – 6.00pm Monday – Friday and from 9.00am – 1.00pm on a Saturday. Please note that the surgery has no access to the appointment schedule and unfortunately are unable to assist with any such vaccination enquiry.

### **PHLEBOTOMY & COMMUNITY TREATMENT ROOM SERVICES (CTAC)**

As part of the Health Board's Primary Care Improvement Plan, all routine blood and treatment room work has been removed from GP practice. This means that you will be asked to attend one of the Community Treatment Rooms to have blood taken. After a GP or nurse requests that you have this done, call the [central phlebotomy booking service on 0141 355 1525](#) to arrange an appointment at one of the venues. You will similarly require to attend a Treatment Room for wound care, dressings and ear irrigation/suction – [appointments for this need to be booked directly with the venue](#). Phlebotomy & Treatment Room services are available at Community Centre for Health (Partick), Plean Street (Yoker), Woodside Health Centre & Maryhill Health Centre.

### **SICK LINES**

If you are in need of a Doctor's sick line (now known as a 'Fit Note'), you may need an appointment to speak with a GP in the first instance if they are unaware of your present condition. Remember that you must use a self certificate (SC2) for the first 7 calendar days of your illness. These can be accessed from our website ([www.fultonstreetmedicalcentre.co.uk](http://www.fultonstreetmedicalcentre.co.uk)) or via the HMRC site ([www.gov.uk/guidance/ask-your-employer-for-statutory-sick-pay](http://www.gov.uk/guidance/ask-your-employer-for-statutory-sick-pay)). An employer (or educational establishment) MUST accept an SC2 for absences up to 7 calendar days and cannot insist on a private letter or report from your GP. If they have a particular concern about your absence then they can write to the GP (with your consent) requesting a report. They should be aware that this private service is not covered by the NHS and therefore would be subject to a fee.

### **BREAST SCREENING**

All our female patients between the age of 50-70 are presently being invited for routine breast screening at Nelson Mandela Place. You can contact the Breast Screening Service there on 0141 800 8800 to confirm, cancel or reschedule an appointment. Further information can also be found on the NHS inform website regarding routine breast screening at:

<https://www.nhsinform.scot/healthy-living/screening/breast/breast-screening>

Specific information for transgender participants can also be found at:

<https://www.nhsinform.scot/healthy-living/screening/screening-information-for-the-transgender-community#breast-screening>

### **INTERPRETING SERVICE**

If English is not your first language and you feel you would benefit from some interpreting assistance, you can go online at <https://www.nhsggc.scot/staff-recruitment/hrconnect/staff-banks/interpreting-services/>. Here you will find instructions on how to directly access the NHS Interpreting Service facility for help in making telephone calls to the surgery, hospital, 111, etc.

### **REQUESTS FOR SEDATIVES TO COMBAT FEAR OF FLYING**

We are no longer able to provide prescriptions to patients requesting sedating medications in relation to flying. There are many risks associated with this and we would direct you to the following link for further details [Benzodiazepines \(and related medications\) for flying \(nhslothian.scot\)](#)

Our practice website can be found at [www.fultonstreetmedicalcentre.co.uk](http://www.fultonstreetmedicalcentre.co.uk) where you will find full information on our surgery along with some helpful guides and contact details.

**WE HOPE YOU CONTINUE TO FIND THIS NEWSLETTER TO BE USEFUL & INFORMATIVE.**

**FROM ALL GP'S & STAFF AT FULTON STREET MEDICAL CENTRE**

