

FULTON STREET MEDICAL CENTRE

NEWSLETTER

Welcome to our Spring/Summer practice newsletter. As a result of a few patients finding our previous newsletters difficult to read on their phone, we have also uploaded it to our practice website (www.fultonstreetmedicalcentre.co.uk). We trust this will be helpful.

PRACTICE NEWS

From the start of April, we are delighted to welcome Dr Colin Black to the surgery team. Dr Black will be with us, as a salaried GP, every Wednesday all day. He will be replacing Dr McCartney's sessions and she will be reducing her working week to just a Monday (all day) and Tuesday (morning). We appreciate her reduced availability will make appointments with her more difficult to access but are sure that you will be happy to consult with Dr Black.

We are working on improving the care and overall management of our patients with chronic diseases and have started with some adjustments to the diabetic invitations. Diabetic patients who are invited each year for a check will now be messaged (by text when possible) asking them to first make an appointment with the phlebotomy hub to get their annual blood tests done then one week after this, phone the surgery to arrange an appointment for review. This will allow us to have received the results of your blood tests in advance of seeing you so that the GPs can indicate the best clinician to review you – this may be with the GP, nurse or pharmacist. When you call to arrange your appointment, our reception staff will be able to see the GP instructions on your results and book your appointment accordingly. We hope to roll out a similar process over time with all other chronic disease areas.

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**. These clinicians are more highly skilled in their field and have access to advanced equipment that can ascertain problems and they can also prescribe medication if necessary.
- The **Advanced Practice Physiotherapist** (available Thursday all day) should be booked directly, without the need to speak to a GP, 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. The same medication for these symptoms as that which would be prescribed by a GP can invariably be provided via the Pharmacy First service (free of charge)
- 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 – QEUH 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

ADVANCED PRACTICE PHYSIOTHERAPIST

We have an advanced practice physiotherapist working in the practice every Thursday who has expertise in the assessment and management of musculoskeletal (MSK) conditions. This includes soft tissue injuries, sprains, strains or sports injuries, arthritis, or problems with muscles, ligaments, tendons or bones/joints.

The APP can see patients over the age of 14 with MSK conditions as the first point of contact, instead of a GP and can be accessed directly by contacting the reception team who will ask you to provide a brief reason for the appointment to ensure you are seen by the right clinician.

How can the Advanced Physiotherapy Practitioner help?

They can:

- assess you and diagnose what's happening
- give expert advice on how best to manage your condition
- recommend exercises and other approaches to deal with the issue
- organise appropriate tests and refer you on to a specialist service, if necessary.
- determine if you require ongoing rehabilitation for an MSK condition, where you would be referred to a physiotherapy department within your local area

Examples of what the APP can help you with

- All soft tissue injuries, sprains, strains or sports injuries
- Osteoarthritis
- Problems with muscles, ligaments, tendons or bones, eg tennis elbow, carpal tunnel syndrome, ankle sprains
- Spinal problems including lower back, mid-back and neck pain
- Spinal-related pain in arms or legs, including nerve symptoms, eg pins and needles or numbness

If you have an issue related to a neurological, rheumatology, respiratory or gynaecological condition such as Parkinsons, MS, Rheumatoid arthritis, COPD or antenatal/postnatal issues, these should be addressed with the specialist physiotherapists within these teams. Similarly if you have recently had an operation for a bone, joint or muscle issue, physiotherapy rehabilitation will be arranged in a local physiotherapy department as required.

For more useful information and resources on all sorts of MSK conditions, exercise advice, pain management, and general health and wellbeing, please visit our NHS GGC Physiotherapy website – [Musculoskeletal \(MSK\) Physiotherapy - NHSGGC](#)

SPRING COVID BOOSTER VACCINATIONS



This year, the Scottish Government are rolling out a spring Covid booster vaccination (available from 31.3.25). This is to be offered to anyone who is an older adult care home resident, anyone aged 75 years and over on 30th June 2025 (ie anyone born on or before 30th June 1950) and anyone aged 6 months and over by 31st March 2025 with a weakened immune system. Relevant patients will be invited accordingly.

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 these vaccines and the cohort of patients who are entitled to them

can be found on the NHS Inform website at www.nhsinform.scot/covid19vaccine. 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.

HOSPITAL DISCHARGES

We receive a number of contacts from patients who have been in hospital for treatment and, on discharge, are subsequently advised to contact their GP practice to arrange follow up treatment or sick lines. Now that routine blood tests and wound care, etc is no longer carried out at GP practices, we will direct patients to the treatment room as required. Unfortunately, patients may feel they have been given misinformation as the hospital has told them to contact us and they are therefore expecting the surgery to carry out this treatment. It is worth noting that, as each surgery is 'attached' to treatment rooms and hubs in varying locations throughout the city, the hospitals have no idea as to where you would attend so, in contacting us, we can direct you accordingly. If you require to attend a Treatment Room for wound care, dressings or ear irrigation/suction please contact any of the following venues. Treatment Room services are available at:

Community Centre for Health (Partick) – 211 1400

Plean Street (Yoker) – call any health centre to appoint for this venue

Woodside Health Centre – 201 5500

Maryhill Health Centre – 451 2600

Drumchapel Health Centre – 211 6070

Please also remember that the hospital is required to provide you with a sick line (fit note), if appropriate, for the time you spent as an inpatient however, the surgery is able to provide continuing sick lines thereafter, once we have received discharge information.

MISSED APPOINTMENTS

We appreciate that our 'book ahead' appointment availability is extremely stretched at present and patients are booking an appointment date/time which may be 3 or 4 weeks ahead. We have found that this has coincided with an increase in non-attendance of these appointments which, naturally, creates an

even longer waiting time for patients who want to book. As an example, **in March, there were 31 pre-booked 15 minute appointments to which patients did not attend. This equates to 7½ hours of wasted GP time** and 31 appointments that could have been utilised by other patients who are very keen to be seen. We would respectfully ask that if you arrange an appointment ahead of time that you subsequently no longer need, please contact reception to cancel the slot so that it can be offered to someone else.

REQUESTS FOR PRIVATE LETTERS, ETC.

In addition to providing general medical care to our patients, the GPs are often asked to sign forms, provide letters, medicals, insurance documentation, etc. These services are not covered by our government contract and therefore attract a private fee. The GPs may be able to help with these but you are advised that they may take up to 20 working days for completion. The GPs DO NOT sign passport applications or forms on 'fitness to participate' in the likes of school trips, charity activities, etc. They will also not provide letters in support of housing applications or private sick lines. Full information on non-NHS services can be found on our website fultonstreetmedicalcentre.co.uk/page1.aspx?p=1&t=3

TELEPHONE NUMBERS

We should be hugely grateful if you would ensure that we are kept up to date with your mobile number given that this is a common method of communication by both texts and calls. Many thanks

PRACTICE CATCHMENT AREA

Every GP practice is contracted to the Health Board to provide general medical services to a population within an agreed post code area. Fulton Street Medical Centre accepts the registration of anyone who lives in G12.9, G12.0, G13, G61.1 and G61.2. In order to allow us to provide the best service to our patients living in these areas, it is important that when you reside outwith that you register with a more local GP practice.

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.

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

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

