

Drs Stephen & Julia Dunn GP Practice Newsletter

Summer 2022



Overseas Travel Vaccinations

If you are heading abroad this Summer and require travel vaccinations, or are perhaps unsure whether you do or not, booking and advice is now offered through CityDoc.

Please call 0141 673 3003 or email: NHSGGC@citydoc.org.uk (CityDoc is a group of private clinics which the NHS has asked to provide Travel Health).

Four types of travel vaccines are covered by the NHS; DPT, Typhoid, Cholera and Hepatitis A. Other Vaccines will incur a charge. Also, The Fit For Travel website (www.fitfortravel.nhs.uk) is a new resource which gives very useful information which will advise which particular vaccinations you may require for your particular destination. CityDoc will also be able to advise.



Welcome to the Summer Edition of our newsletter.

Both of our phone numbers (01389 811833 and 01389 811834) now go to a menu with the option to either speak with Reception (Option 1) or to go to the Prescription Line (Option 2).

We encourage you to use the Prescription Line option to leave a message and re-order your medication, as it helps to keep our Reception line more available for enquiries and appointments.

(As part of our new phone system, all calls are recorded).



We are a Training Practice

We are a long-established and respected GP training practice.

We have recently welcomed Dr Sheimaa Abdulla, Dr Anam Abdul Majeed, Dr Iman Kaddah (GP Registrar), and Dr Rachael Foreman (FY2) to our practice.

All GP Trainees are already fully qualified doctors, and are training to become our GPs of the future.

Medical students and nursing students also attend the practice from time to time. However, you will be informed of their presence in advance, and if you do not want them to be present at a consultation, your wishes will be respected. This will not affect your treatment in any way.



Well-being Nurse

Wellbeing Nurse Natalie Ibraimi has now joined us at the practice. She is available to speak to patients who find themselves experiencing low mood, anxiety, stress, mild to moderate depression, memory problems or alcohol or drug worries.

If you would like to speak with the Wellbeing Nurse please do call in and we will book an appointment for you.



We are once again offering face-to-face appointments, alongside telephone and videocall consultations.

We are still following NHS Covid guidance in relation to face masks, and if you are coming to the surgery we continue to recommend and encourage you to please wear a face covering, or face shield, while you are in the Health Centre.

Thank you!

Right Care, Right Place

If you have a minor illness or more common condition, a high street community pharmacy could be the most appropriate place you should go to first for advice and medication.

Our staff at reception use their knowledge and training to direct you to the most appropriate service to meet your need, so that you get access to the right care. This is often an appointment with a GP, but occasionally this may well be a service not based at the surgery.

Some of the other services that we may direct you to, as the most appropriate first port-of-call, are listed below:

Pharmacy First

Pharmacy First is a free service, which enables your local community pharmacy to give advice for a range of minor illnesses and common conditions (listed in the table below), and to provide medicine if needed.

This service will help people access the right care in the right place, without needing to call or go to their GP Practice or local Accident and Emergency Department for non-urgent treatment. And you do not usually need an appointment.

The pharmacy may still need to refer you to us here at your GP practice, or a dentist, optometrist or another NHS service depending on your condition, if they feel it needs further investigation or specialist care.

Pharmacy First

Acne	Boils	Allergies	Athlete's Foot	Backache	Blocked or runny nose	Cold sores	Constipation
Cough	Diarrhoea	Earache	Eczema	Fungal Skin infection	Headaches and Migraines	Head Lice	Haemorrhoids
Hay Fever	Impetigo	Indigestion	Mouth Ulcers and Inflammation	Reflux and Dyspepsia	Sore Throat	Pain	Period Pain
Travel Sickness	Thrush	Urinary Tract Infection (UTI)*	Warts and Verrucas	* UTI - 16-65 year olds should go to the pharmacy in the first instance <u>unless</u> - diabetic, UTI is recurrent, pregnant, breast-feeding, catheterised, discharge or blood present, fever, nausea, low back pain.			



Eyes

If you have an eye problem you should always contact an opticians in the first instance. The majority of eye conditions can be managed by optometrists. If your optometry practice or high street optician is closed and you're concerned please phone NHS 24 on 111.

Ears

If feel your ears are blocked with wax and may need syringing, then this service is offered by the Treatment Room in the Health Centre. We will ask that you please try olive oil for 2 weeks before we book you with a GP to refer you for this treatment.

Minor Injuries

If you have sustained a physical injury, or one within the last few days, then attending the Minor Injuries Unit at the Vale of Leven Hospital is likely the most appropriate thing to do first. NHS 24 on 111, will advise and start the process so that the hospital are alerted to expect your arrival. But you can of course also present yourself immediately at the hospital.



Community Links

A new Community Links Service has been launched at the Health Centre. It has been introduced to assist people facing issues that may be affecting their health and well-being but are not necessary directly medically related.

What is a Community Links Practitioner?

Community Links Practitioners work with people to help them with the issues that matter to them. They find out what's happening in your community and can support you to access services, support or activities that might be of interest to you.

"If it wasn't for you helping me, I wouldn't have known where to start"

Links Programme Participant

How can they help you?

Links Practitioners have time to talk to you about what is going on in your life. They take the time to listen and try to identify any issues or concerns that you may have.

They can discuss what is available in West Dunbartonshire and whether you would like to access anything.

They can also help by setting up appointments and visits and can accompany you if you would like.

Links Practitioners have helped people in many different ways to deal with many different issues including, but not limited to:

Money problems such as benefits, fuel and food poverty

Personal issues (such as relationships, bereavement and childcare)

Mental health concerns

Legal advice

Meeting new people

They can try and help with anything.

"There are things out there I did not know existed until my Links Practitioner told me about them"

Links Programme Participant

They would be very happy to meet you. Just ask the GP, nurse or receptionist to make an appointment.

COVID Enquires

For enquiries about coronavirus vaccinations and boosters please phone 0800 030 8013. (The helpline is open every day from 8am to 8pm).

For COVID Status enquiries: 0808 196 8565. (The helpline is open every day from 10am to 6pm).

For general information about coronavirus: 0800 028 2816. (This line is open Monday to Friday from 8am to 6pm).



Changes to vaccinations

Invitations and delivery of vaccinations and immunisations will now be organised by the Health Board rather than GP practices. As has been happening with the Covid-19 vaccinations, when the appropriate vaccination is due and advised, you will receive a letter inviting you to a central clinic.

This includes vaccinations such as for Flu, Pneumococcal and Shingles. Vaccinations required for overseas travel are also no longer be provided by GP Practices.

“Why do the receptionists need to ask what’s wrong with me?”

Our staff on reception will always ask for a brief description of the reason you wish to make an appointment.

There are two main reasons. One is to ensure that you are directed to the right care. This may be a GP, Physiotherapist, Practice Nurse or a professional outwith the surgery. The second reason is so they can pass on clear information directly to the GPs so that they can order their consultations as safely as possible. This is similar to calling for an ambulance and the operator asking for information so that the most urgent situations are addressed and reached soonest.

If GPs were faced with a number of appointments where there is no additional information other than a patient’s name, it would be difficult, and potentially unsafe, for them to determine the order in which they should make contact with everyone.

We, of course, fully understand your privacy. And all information that you give to us is treated strictly confidentially.

If you prefer not to give any details, we will go over the above reasons with you, but if you still wish not to say, we will respect this choice, and will let the GP know.

Thank you.

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Telephone: 01389 811833 / 01389 811834 Prescription Line (Phone Menu - Option 2) Out of Hours: 111