

MEARNS MEDICAL CENTRE SPRING NEWSLETTER 2018

www.mearnsmedicalcentre.co.uk

[0141 639 2753](tel:01416392753)/[0141 639 5531](tel:01416395531) surgery number - Px line – 616 7909

Emergency out of hours no – Freephone 111

OPENING HOURS MONDAY – FRIDAY 8.30AM – 6.00PM

MEET THE DEDICATED GP/CLINICAL TEAM WHO ARE HERE TO HELP

GP PARTNERS

DR LESLEY MACAULAY

DR R W IRELAND

DR OWEN MCELEAVY

DR FRANCES LAWSON

GPS

DR BRIAN J ROBSON

DR STEPHANIE GRAY

DR DAVID CRAIG

LOCUMS

DR DUNCAN RENFREW

DR JOHN DUDGEON

DR SALMA AHMED

REGISTRARS

DR JAMIE HUNTER

DR MATTHEW STEWART

ADVANCED NURSE PRACTITIONERS

SISTER JANE WILSON

SISTER AMANDA KEENAN

SISTER LISA HUNTER

NURSE PRESCRIBER

SISTER NICOLA HENDERSON

HEALTH CARE ASSISTANTS

ANNE SOMERVILLE

ALISON MACMILLAN LOCUM

PHARMACIST

SHONA PATTERSON

Book for cholesterol, blood pressure and asthma reviews



Welcome to our SPRING news letter. The surgery would like to welcome the following new clinicians to the practice; Dr David Craig one of our registrars joined the team full time from August 2017. Sister Lisa Hunter, Advanced Nurse Practitioner joined the nursing team in October 2017 from Ayrshire. Our new registrar Dr Matthew Stewart who is with us until August this year. Two new long term locums; Dr Duncan Renfrew and Dr John Dudgeon

TRAVEL VACCINATIONS

If you are travelling to a foreign country please ensure you contact us a **MINIMUM 6 WEEKS** before you travel. **PATIENTS** can access the fit for travel website anytime. There are travel clinics who can help if you are travelling in less than 6 weeks. Contact your local pharmacy as many offer this service. All travel is not covered under the NHS and will incur a fee. Some vaccinations are low in stock, once you receive your prescription please **DO NOT CALL** the surgery for an alternative, source the vaccine at another chemist.

MEARNS ADMINISTRATION TEAM

PRACTICE MANAGER

JULIE HAWTHORNE

ASSISTANT PRACTICE MANAGER

SHARON BARR

THE TEAM

SUSAN CLARKE

AUDREY CAFFERTY

ANNE SOMERVILLE

SANDRA COYLE

JULIE LETHAM

JULIE MORRISON

GILLIAN MCNAIR



Appointment system

TEST RESULTS

If you are calling for test results, hospital letters, x-ray results or sample results please call **AFTER 11AM**. Blood tests take approximately one week, urine/swabs/stool samples at least 48hours, hospital letters and Xrays can take anytime between 2 & 4 weeks.

HOME VISITS

If you need to see a doctor but are too ill to come to the surgery or are housebound, please **TELEPHONE BEFORE 11AM** Please try and come to the surgery rather than asking for a house call. The medical centre is always the best place to be seen, where all means of examination, diagnoses and treatment are at hand.

REPEAT PRESCRIPTIONS

ALL prescriptions take 48hours – 2 working days. Our preferred way to order prescriptions is “Patient Access” an online service. Please ask at reception for your user ID to register or visit our website and register, alternatively call the px line on 616 7909 **ALL enquiries after a prescription request is made PLEASE only call 48 hours after as there will be no update before this.**

- Call to book your appointment and the receptionist who will take your details along with a contact number. A Clinician will aim to call you back the same day and arrange a suitable routine, on the day appointment or alternatively may be able to deal with your problem over the telephone.
- Receptionists may require asking a few questions to direct you to the most suitable Clinician.
- Mearns Medical Centre has a large number of patients now registered with the practice. Our system works well with calls being dealt with on the day avoiding a lengthy wait to see a GP.
- We have Advanced Nurse Practitioners employed with the practice Sister Wilson, Sister Keenan and Sister Hunter all 3 are highly qualified to deal with minor ailments. (coughs, colds, temperature, earache, sore throat, rash, skin complaints, allergies, contraception, back pain, medication queries, results, sexual health and many more) Our ANP's are on the prescribing list and can treat and issue medication at the time of your call/appointment. Sister Henderson a Nurse Practitioner is also able to prescribe.
- When you call the surgery your details are taken along with a brief description of your symptoms. The clinicians then evenly share this workload and direct you to the best person to call and arrange an appointment/advice or treatment where needed. Under our Practice Protocol your call may be from a Nurse Practitioner not a Doctor. If your symptoms do require a GP to see you the Nurse Practitioner will arrange this. It is not always possible for the Doctor of your choice to call if a high demand of calls are taken daily.
- Patients who repeatedly fail to attend for appointments will be removed from our list.

IF YOU NEED SEEN ON THE SAME DAY PLEASE ENSURE YOU CALL BEFORE 4PM

Our phones are diverted between the hours of 1&2pm taking emergencies only during this time. Anything routine call back after 2pm.

FROM APRIL 2018 our phones will also divert between 5&6pm taking emergencies only. All routine requests please call the following day.

BANK HOLIDAY DATES 2018 WHEN THE SURGERY WILL BE CLOSED

Friday 30th March – Easter Friday

Monday 2nd April – Easter Monday

Monday 7th and 28th May

Monday 16th July – Glasgow Fair

Monday 24th September

Tuesday 25th & Wednesday 26th December – XMAS



SURGERY WEBSITE



THE SURGERY WEBSITE IS A GREAT PLACE TO FIND OUT ALL THE RELEVANT AND CURRENT INFORMATION REGARDING THE PRACTICE. WHEN YOU REGISTER ON THE WEBSITE YOU CAN VIEW THE NEWSLETTER, ORDER PRESCRIPTIONS, LEAVE FEEDBACK AND MUCH MORE.

REGISTER TODAY AND HAVE A LOOK AT ALL OUR POINTS OF INTEREST.

mearnsmedicalcentre.co.uk

Visit local links below for services near you:

www.knowwhototurnto.org

www.nhsinform.scot

<http://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=20474&p=0>

**The surgery will close 12-2pm on Friday 17th May 2018
for staff training**

**Please call the surgery number to be transferred if you have an
emergency during this time.**

As a very busy practice we would like to take this opportunity to thank all of the patients who have given us feedback throughout the year. We are a large practice and growing constantly. One of the ways for us to provide the best, most efficient service to our users is to listen to constructive opinions and try to put these in place. We hope that our practice achieves this for each individuals needs.

Julie Hawthorne / Practice Manager

www.nhs24.scot



	<ul style="list-style-type: none">• coughs and colds• sore throat• indigestion• diarrhoea or constipation• aches and pains• help if you run out of your repeat prescription	Pharmacist (self care)
	A range of clinicians, including doctors and nurses, to help you with both physical and mental health issues.	GP Surgery
	<ul style="list-style-type: none">• tooth pain• swelling to your mouth• painful or bleeding gums• injury to your mouth• advice on oral hygiene	Dentist
	<ul style="list-style-type: none">• Red and/or sticky eye• Pain in or around your eye• Sudden loss of vision• Blurred or reduced vision• Flashes and floaters	Optometrist
	NHS 24's health information service includes self-help guides for a range of common conditions. www.nhsinform.scot/self-help-guides When your GP and local pharmacy are closed, and you are too ill to wait, call 111.	NHS 24
	<ul style="list-style-type: none">• Breathing Space 0800 83 85 87 www.breathingspace.scot• Choose Life www.chooselife.net	Mental well-being
	<ul style="list-style-type: none">• cuts and minor burns• sprains and strains• suspected broken bones and fractures	Minor Injuries Unit
	<ul style="list-style-type: none">• suspected heart attack or stroke• breathing difficulties• severe bleeding	999 or A&E