

MEARNS MEDICAL CENTRE SPRING/SUMMER NEWSLETTER 2022

www.mearnsmedicalcentre.co.uk

0141 639 2753 surgery number Px line – 616 7909

Emergency out of hours no – Freephone 111

OPENING HOURS Monday/Tuesday 8.30AM – 6.00PM

Wednesday – Friday 7.30AM – 6.00PM Phone lines are open from 8.30AM

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

GP PARTNERS

DR LESLEY MACAULAY
DR RODERICK W IRELAND
DR OWEN MCELEAVY
DR FRANCES LAWSON
DR DAVID CRAIG
Dr JENNIFER O'CONNOR

GPS

DR STEPHANIE GRAY
DR SOPHIE MCINTYRE

LOCUMS

Dr Rosalyn Morrriin
Dr Oona Tanner
Dr Corrinne Hogg
Dr John-Paul O'Sullivan

REGISTRARS

Dr Adam McLean

ADVANCED NURSE PRACTITIONERS

SISTER JANE WILSON
SISTER AMANDA KEENAN
SISTER NICOLA HENDERSON

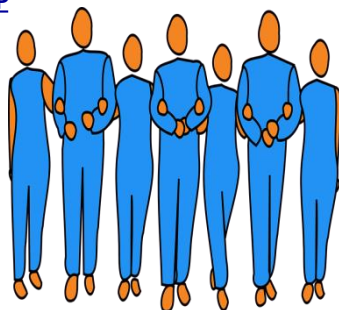
PRACTICE NURSE

NURSE LYNN TEDMAN
NURSE KATE SMITH

HEALTH CARE WORKERS

JANE FINNIE

COMMUNITY HCA – MARCIA LOWE



PRACTICE MANAGER JULIE HAWTHORNE

ASSISTANT PRACTICE MANAGER

SHARON BARR
THE ADMIN TEAM
SUSAN CLARKE
JULIE MORRISON
GILLIAN MCNAIR
CAROLE GAFFNEY
CIARA GAFFNEY
SHARON MCCABE
SARAH SWAN
SUZANNE LEITCH
MARIA MURRAY

Sadly we say goodbye to Nurse Lynn Tedman who leaves us at the end of April. We wish her well in her new post.

Welcome to Suzanne and Maria who joined our admin team later in 2021

Our trainee registrar Dr McLean is with us until August for his final year.

Also working closely with the team are;
Emma Burns/Prescribing Support Pharmacist
Belinda Arthur and Pauline MacLeod/Prescribing Pharmacy Technicians
Kirsty Murray/Advanced Physiotherapy Practitioner
Ann Stevenson and Jade Hume/Community Link Workers

THE SURGERY WILL CLOSE ON THE FOLLOWING BNK HOLIDAYS;
Easter 15th and 18th April
Mondays 2nd and 30th May
Golden Jubilee Friday 3rd June
Glasgow Fair Monday 18th July



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.

www.mearnsmedicalcentre.co.uk

THE SURGERY PHONES ARE DIVERTED BETWEEN 12-2PM AND 5-6PM FOR EMERGENCY CALLS ONLY. DUE TO UNFORSEEN CIRCUMSTANCES AT TIMES OUR PHONES MAY DIVERT EARLIER IN THE DAY IF WE HAVE REACHED DEMAND AND ARE LOW IN STAFF. Please listen to the full message as you will always have an option should your call be urgent.



Welcome to this issue of our Practice Newsletter. This newsletter is to provide patients with news and information regarding the surgery and any upcoming events.

We would like start by thanking our patients for their continued support and as ever, it is always the aim of the practice staff, many of whom have offered years of service, to provide the best GP practice that we possibly can regardless of the circumstances.

We continue to be grateful for your understanding and patience.

PHARMACY FIRST SCHEME –

BEAT THE APPOINTMENTS QUEUE!

Before you call the Practice about acne, athlete's foot, constipation, cough, diarrhoea, earache, headache, eczema and allergies, haemorrhoids (piles), hay fever, head lice, indigestion, period pain, thrush, sore throat, threadworms, warts or verrucae - have you asked your Pharmacist about treatment for these on the 'Pharmacy First' Scheme? Advice, treatment and medications can be provided through the Scheme, so patients can access treatment directly from your local pharmacy at no cost. Advice and treatment can be given on a 'walk-in' basis with no appointment needed and patients can leave with the treatments you would receive from your GP surgery. This service is also available at weekends;

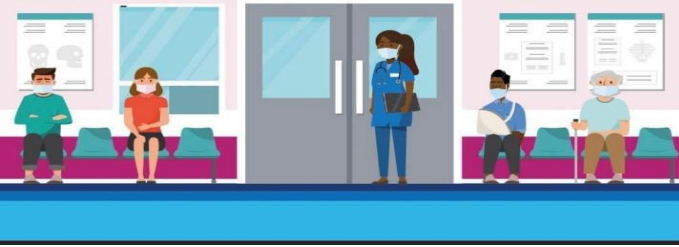
[Pharmacy First for advice in a wide range of common conditions that your chemist can help with](#)

TRAVEL HEALTH

- In line with the vaccination transformation programme general practice will no longer be required to provide travel health services from 1st April 2022.
- Patients should now be asked to access information on what vaccinations are required, together with malarial and safe travel advice at Home - Fit for Travel. The website allows them to select their destination and then view the requirements for the destination before contacting the providers on the board website.
- 4 Travel Vaccines are available on the NHS (Typhoid, Hepatitis A, DPT and Cholera) at no direct cost to the patient. Any other vaccinations will incur a cost to the patient as at present
- There is also a GGC webpage
- <https://www.nhsggc.scot/your-health/general-vaccinations/overseas-travel-vaccinations>



NHS staff, patients and visitors must continue to wear face coverings in healthcare settings, unless they are exempt



Our appointments at the surgery continue to be predominantly telephone appointments, followed by a face to face appointment which will be arranged by the clinician if your medical need cannot be dealt with over the telephone.

For same day appointments, please remember to ring the surgery before 4pm. We appreciate that our lines can be incredibly busy and we appreciate your patience as our reception team answer the calls as quickly as possible.

Please be aware that we cannot book appointments via email

With covid cases rising affecting all businesses with staff isolating and reducing our work force in the surgery. You may hear a message later in the day where we have had to go to emergencies. This is due to the fact of low staffing levels, having reached capacity with 100s of calls, prescriptions, visits, results, mail and booked appointments still to be dealt with we can only take emergencies at these times. We hope you understand we are still here if your call can't wait and need urgent medical advice.

New Phone System

In March we upgraded our telephone system to offer better access to our patients. Being one of the largest practices across Greater Glasgow our demand is much higher resulting in a large volume of calls to the practice.

We are sorry for the difficulties experienced in getting through by telephone and we can now assure you by introducing a call queuing system has reduced the frustration of patients having to keep redialling. We monitor our calls daily to ensure the system is working for both the practice and our patients. We now have all our admin team answering calls at peak times making it extremely busy however, we are now able to deal with much more calls than before.

For example in one week last month our admin team answered 3497 calls and over 950 alone on a Monday.

Our clinicians are calling back patients requiring advice or an appointment making approximately 350 calls daily. On one day alone there were no calls recorded as getting an engaged tone. I hope this reassures you, our patients the significant change we have made.

All our staff are working above and beyond to deal with demand making your access to our services much more streamlined. From the above calls admin have passed to our clinicians who have called back patients for advice or arranged an appointment – 1911/week

Our admin team are all trained Care Advisors and can advise, help and signpost you to the correct person within the practice or they may be able to help your enquiry. Please note all administration staff are bound by the same confidentiality rules as clinicians

This has been a great achievement along with a lot of hard work from all our team. We aim to employ further admin to help deal with our demand and increasing workload.

APRIL 2022

Julie Hawthorne

Practice Manager