



LOUR ROAD GROUP PRACTICE

NEWSLETTER – No.3 (2017)

Contents

- Changes in Administration Staff
- Appointments
- Social Media
- Web-based Prescription Ordering
- Training Practice
- Medication Monitoring
- Upcoming Practice closures

Changes in Administration Staff

Mrs Kay Cuthill has been appointed as our new Practice Manager and Mrs Beverley Douglas is now the Admin & IT Manager - their roles have changed due to the recent retirement of Mrs Milne.

The Reception team has also undergone a few changes with Ms Tracy Harkin promoted into the new role of Reception Supervisor and several new Receptionists that have joined us over the last year.

*We sincerely apologise for the continuing difficulties with appointment availability. This is due to unavoidable staff shortages & the **ongoing increase in our patient list size**. You can generally book up to 3 weeks in advance with a GP or the ANP and up to 6 weeks in advance with the Nursing Team and we hope to resume normal availability at the end of the summer.*

APPOINTMENTS

Consultations are by appointment.



Appointments with a GP are normally at ten minute intervals. If you have spent over 10 minutes with the GP and still have issues to discuss, the GP may ask you to make another appointment. This is to help address the lengthy delays that can be so frustrating for waiting patients.

Our reception team will be happy to help with any queries that you may have about the range of services provided by the surgery and our attached staff. The Receptionists are trained to ask relevant and sometimes personal questions, to elicit all the relevant information necessary to help you and to ensure you see the correct health professional for your needs.

ADVANCED NURSE PRACTITIONER

When phoning for a GP consultation, we may offer you an appointment with our Advanced Nurse Practitioner (ANP), Ms Karen Easson. She is very experienced in this role and is able to diagnose and treat an extensive range of clinical problems that you would previously have had to see the doctor about. She can also refer patients' onwards to appropriate clinics and specialists.

Minor Illness / Nurse Prescriber Clinic



Our trained and highly experienced Nurse Prescribers run this clinic daily. These appointments are offered to those patients who feel they need seen the same day. They can deal with chest infections, upper respiratory tract infections, urine infections, skin infections, eczema, hay fever, back pain for example. Please give the receptionist an idea of your symptoms so that they can give you an appointment with the appropriate person.

SOCIAL MEDIA



The practice has become increasingly aware of the use of Facebook and other Social Media platforms by patients as a means of them expressing their views regarding our Surgery.

Due to patient confidentiality, the practice is not in a position to respond to such 'Posts', nor clarify exactly what happened and the rationale for clinical decisions.

Once a 'Post' has been put online, it is almost impossible to remove and defamation laws are equally applicable to Social Media. Although we may not reply, we are frequently made aware of such 'Posts.'

Never-the-less, we do genuinely welcome and encourage the views of patients to enable us to improve the service which we deliver, however all feedback to the practice should be made **via the appropriate mechanisms**. i.e. the Practice Complaints Procedure.



If the practice becomes aware of any inflammatory postings on Social Media regarding Lour Road Group Practice, you may be asked to register elsewhere due to a conflict of interest.



Should you or any member of your family change your name, address, marital status or telephone number, PLEASE REMEMBER TO NOTIFY US as soon as possible.



HAVE YOU TRIED OUR WEB BASED REPEAT PRESCRIPTION ORDERING SERVICE ?

<http://www.lourroadgrouppractice.co.uk/>

Log on to the practice website where new users are required to complete a simple one-off registration prior to using the service. Once you have registered via our website, the system will hold a list of any regular repeat medications that you have typed into it, so that each time you login with your security details, you can easily select the items that you need and submit a request which will then be sent automatically to the practice's prescription e-mail account at lourprescriptions.tayside@nhs.net.

The "My Surgery e-mail guide" is available via a link on our website or ask at Receptionist for a printed copy.

TRAINING PRACTICE

The practice is accredited as a training practice for new doctors. In order to be approved, we had to meet specific quality standards and we hope this is reflected in the care our patients receive.



For training purposes, you may be asked to allow a medical student or the GP Registrar to be involved in your consultation or for them to be video recorded during your appointment. We hope that you will support the training of our future doctors but, of course you are free to refuse.



Test Results

If you have been asked to telephone back for test results, please try to do so **after 2pm** when the phones are less busy and the receptionist has more time to assist you and arrange a further appointment if necessary.



ANNUAL MEDICATION MONITORING or "BIRTHDAY BLOODS"

Most patients on repeat medication are required to have an annual blood test around the month of their birthday. This is to ensure you are receiving the best possible treatment with as few side effects as possible.

Please make an appointment with the Practice Nurse or HCA during your birthday month; tell the receptionist it is for your annual "Medication Monitoring". Please bring a sample of urine for testing at your appointment.

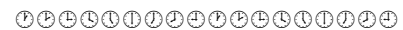
For those who only use an inhaler, this annual blood test is not required but please remember it is extremely important that you attend the Asthma or COPD Clinics.



NHS inform is Scotland's national health information service, which is available online at www.nhsinform.scot and over the phone (0800 22 44 88). The website includes an A-Z of health conditions, common health questions, Health Zones which provide more detailed information on topics like cancer, screening, mental health, bereavement palliative and more.

Did you know?

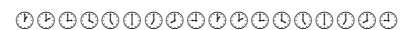
- ◆ If you DNA your hospital out-patient appointment and still wish to be seen, please telephone the number on your appointment letter within FOUR weeks to arrange an alternative one. You do not need to see your GP to arrange this.
- ◆ If a hospital doctor instigates any tests, the practice will not be able to give you these results. Please make direct contact with the Consultant's secretary.



Scheduled Closures up to March 2018

PUBLIC HOLIDAYS			
Monday	24th	July	2017
Monday	9th	October	2017
Monday	25th	December	2017
Tuesday	26th	December	2017
Monday	1st	January	2018
Tuesday	2nd	January	2018

Protected Learning Afternoon Closures Practice closes at 12:30 on the following days			
Wednesday	1st	November	2017
Wednesday	28th	February	2018
Wednesday	28th	March	2018



To access medical services outwith normal surgery opening hours, please telephone **NHS24** on **Freephone 111**. In a serious medical emergency, you should phone **999**.

NHS24 is a health advice and information service available around the clock and has a website www.nhs24.com. For further information, please ask at Reception for the leaflet prepared by NHS24.