

GP Team

We are delighted to welcome **Dr Fiona Morrison** on-board as a GP Partner within the practice. Dr Morrison had been working as a Locum GP with us since February of this year.

We are also delighted to welcome **Dr Nicholas Jennings** to the practice, who will be working as a Salaried GP from September 2022.

Over the last few years, the GPs have been working incredibly hard to attain accreditation to become a training practice. This has involved a significant amount of time and effort and has been delayed both due to COVID-19 and to GP shortages within the practice. We are pleased that the practice has now attained this accreditation and so moving forward, will now have GP Registrars working within the practice every year.

GP Registrars are qualified doctors who are in their final year of training to become General Practitioners. Our first GP Registrar, **Dr Hannah Curley**, has begun working with us. Dr Curley will be carrying out patient consultations and is at all times supported by another GP within the premises.

Whilst the new additions to the GP team mean we will have 10 GPs and a GP Registrar consulting, we will still be advertising another GP vacancy. The national recruitment crisis within General Practice remains an ever critical problem we are facing, alongside most other GP surgeries across the country. Locum cover is very difficult to obtain and so additional support for holiday periods is not often possible.

The GPs thank you for your patience and understanding during this incredibly challenging time.

Prescriptions

Please be reminded that prescriptions will be delivered to your preferred chemist **3 FULL WORKING DAYS (72 WORKING HOURS) after ordering** so please ensure you leave sufficient time between ordering your medication and it running out. Prescriptions can be ordered in a number of ways:

1. By e-mail to:
prescription.61502@lanarkshire.scot.nhs.uk
2. By telephone - leave a voicemail on our 24/7 line: 01698 687699
3. Handing an order form in to the designated prescription box in Reception
4. Via online services (new users are required to register for this service)

Bariatric Surgery Abroad

The GPs are aware there are a growing number of patients seeking bariatric surgery abroad, particularly in Turkey, and then returning home with the expectation given to them by the clinic that follow-up care will automatically be provided by the NHS.

Following consultation with Lanarkshire Medical Committee, the GPs have been advised that the involved follow up and monitoring of post-bariatric surgery, especially carried out abroad, does not fall within the remit of a General Practitioner. The necessary monitoring and consulting, including provision of medication and blood tests, is a specialist service which should be arranged with a suitable private clinic.

NHS Lanarkshire have given clear guidance that post-bariatric surgery monitoring is not a responsibility that should be undertaken by GPs. Please be aware of this should you be considering going abroad for surgery of this kind.

Appointment System

The practice released a statement in November 2021 detailing the move of routine appointments to an 'on the day' system. In order to safely manage patient demand alongside a reduced GP workforce, we had to make changes to our system in order to prioritise safe emergency care. This has had an impact on the number of available routine appointments.

We are not yet in a position where we can return to offering pre-bookable appointments with a specific GP, though we hope to be soon. There will continue to be routine appointments available when GP staffing allows. Patients can choose when booking a routine appointment if they wish for the appointment to be face to face or over the telephone. Any upcoming changes to the appointment system will be explained in another newsletter or statement.

The GPs are fully aware of how frustrating the shortage of routine appointments within the practice has been, especially for a practice that serves as large a patient population as ours (over 14,500). Patient demand remains exceptional, as it does across the country for all GP surgeries, and we thank those patients who have shown understanding of the situation.

Sadly, a minority of patients have been engaging in aggressive and verbally abusive behaviour towards the staff which is unacceptable and extremely demoralising. **We would like to remind all patients that we operate NHS Lanarkshire's Zero Tolerance Abuse Policy. Any form of violent or aggressive behaviour towards our staff, be it verbal or physical, or via social media, will not be tolerated. Thank you.**

Why Does the Receptionist Ask What's Wrong with Me?

When you contact the practice you will be asked some questions by our reception team who have had specialist training in care navigation. This helps to ensure that you are directed to the right healthcare professional for your needs, as this is not always the GP. The receptionists are important members of the practice team who uphold the same confidentiality rules as the clinicians.

The receptionists are not being nosy, nor are they 'trying to be a doctor'. The receptionist, at instruction from the GPs, needs to ask for this information so that the GPs can triage appropriately and deal with the most urgent issues in a timely manner. The receptionists also have a list of conditions that are appropriate for them to advise you to attend other services for. An example would be toothache; they will signpost you to your dentist as they are the most appropriate person to deal with this.

Examples of services that you may be signposted to include:

Pharmacy – the pharmacy can deal with many issues such as coughs, colds, sore throats, hay fever, certain UTI's, smoking cessation, pain relief, head lice, worms, conjunctivitis (age over 2 years), constipation & emergency contraception.

Dentist – your dentist can deal with any condition involving your teeth and/or mouth.

Optician – All eye conditions including dry, red, watery, sticky or itchy eyes. Visual disturbance should be seen by the Optician first for their expertise. They have the correct equipment to examine the eye and can refer you directly to the hospital, if required.

Addictions Service – the addictions team can be contacted on 01236 638842 for help and support with alcohol and drug addiction.

Health Visitor – children's problems including breast feeding, formula feeding, sleeping, minor illness and immunisation queries.

Physiotherapist – you can self-refer to the Physio team by completing the online form: <https://physio.lanarkshire.scot.nhs.uk/>