



KILSYTH MEDICAL PARTNERSHIP WINTER NEWSLETTER 2023-24

GP APPOINTMENT ARRANGEMENTS DURING THE HOLIDAY PERIOD

Week beginning 11th December 2023:
Normal appointment system

Week beginning 18th December 2023:
Only emergency appointments available

**Monday 25th & Tuesday 26th December
2023:**
Practice is closed

**Wednesday 27th, Thursday 28th, Friday
29th December 2023:**
Only emergency appointments available

**Monday 1st and Tuesday 2nd January
2024:**
Practice is closed

Wednesday 3rd January 2024:
Normal appointment system resumes

On days the practice is open, our normal working hours will apply: 8am-1pm, 2pm-6pm

When the practice is closed, for genuine medical advice which cannot wait for the practice to re-open, please contact **NHS24 on 111**

In the event of a medical emergency please dial 999

Do You Need to See a GP?

Patients can also help alleviate the pressure on our appointment system by considering other services which may be more appropriate than seeing a GP.

Please take the time to read our leaflet '*why does the receptionist need to ask what's wrong with me?*' available on our website. This leaflet includes a list of services which patients may access rather than contacting their GP practice.

The receptionists are trained to gather certain information in order to ensure that patients receive the **most appropriate medical care** from the **most appropriate healthcare professional** at the **most appropriate time**.

Extended Hours

We would like to remind patients in full time employment that we provide GP appointment times outside normal working hours that can be booked in advance.

Please note that we cannot guarantee a specific GP for these appointments.

Please request an Extended Hours appointment from a member of the Reception staff when required.



Merry Christmas





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Prescriptions

Prescriptions will be ready for collection from the health centre OR delivered to a 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 by:

- Posting/ handing in a repeat prescription slip or a hospital letter
- E-mail to prescription.61502@lanarkshire.scot.nhs.uk
- Telephone - leave a voicemail on our 24/7 line **01698 687699**
- Via online services – new users are required to register for this service

Non-NHS Fees

All non-NHS work is completed at the GP's discretion such as medical reports, insurance forms, holiday cancellation letters etc. The GP will decide what fee will be applied and this will be payable by the patient in advance of the work being completed.

Even if a form 'only requires a GP signature,' they may still have to check your entire medical record.

Specimen Samples

Please note all specimen samples (urine, stool, sputum etc) must be requested by a GP or a nurse. We cannot accept samples that have not been requested beforehand.

Please note any samples must be handed in before 1pm Monday-Friday in order to be sent to the lab.

Thank you for your co-operation.

Useful Numbers

Holidays can be a difficult time for many people. Please see some additional contact options below:

NHS24

For everyone – open 24 hours
Phone: 111 and choose the mental health option

Samaritans

For everyone – open 24 hours
Phone: 116 123

Breathing Space

For everyone – open Monday to Thursday 6am to 2am and Friday 6pm to Monday 6am at weekends. Phone: 0800 83 85 87

CALM

For men – open 5pm to midnight every day
Phone: 0800 58 58 58

Switchboard LGBT+

For anyone who identifies as LGBT+
Open 10am to 10pm every day
Phone: 0300 330 0630

www.nhsinform.scot

