

KILSYTH MEDICAL PARTNERSHIP
APPOINTMENTS UPDATE MAY 2023

The practice is introducing a modification to the GP appointment system, effective from Monday 22nd May 2023.

If you require an urgent on the day appointment or house call with the GP, please call in to the practice **any morning at 8am**. The Receptionist will gather as much relevant information as possible to be triaged by the Duty doctor and you will then be called back. **Please note that requests for house calls must be placed before 10.30am.**

If you require a routine appointment with the GP, these will be released every day at 3.30pm. The routine GP appointments available will be within the upcoming week. Patients can choose which GP of those available they wish to see, and whether they wish the appointment to be face to face or over the telephone. Please understand that once the routine appointments are fully allocated on any given day, patients will be asked to call back the following day. This is to allow the practice to have appointments available to book every day.

If you require a GP appointment in advance either early morning or in the evening due to work commitments, the practice also offers an Extended Hours service. Please advise the Receptionist if you will require this type of appointment which can then be arranged depending on your work schedule, to the best of the practice's ability.

The Reception staff are required by the GPs to ask specific questions when patients are requesting an appointment. The GPs need this information in order to try and safely manage patient demand. The Receptionists are bound by the same confidentiality rules as all clinicians and staff members, and have received training in care navigation directly from the GPs. Please provide this information when asked.

We have a wider healthcare team, in addition to GPs, so the patient will be clinically triaged and speak to the most appropriate person, e.g. the Advanced Nurse Practitioner. This way of working ensures the patient receives the right care from the right person at the right time and helps makes best use of the valuable and highly-skilled resources available.

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 urine infections, rash, smoking cessation, pain relief, head lice, worms, conjunctivitis (age over 2 years), constipation, etc.

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.

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/>

You may be able to be seen by these services quicker than your GP

If you need to order a prescription, please either order via our online services, hand your prescription order in at the health centre in the dedicated post box in Reception, email prescription.61502@lanarkshire.scot.nhs.uk or call the prescription voicemail line on 01698 687699. This line is available 24/7.

If you are calling the practice for test results, please be advised that the test results line will now be available between 10am and 3pm.

We would ask for the patience and support of the local community. The majority continue to be very supportive of staff. Sadly, however, a minority of people have been engaging in behaviours and attitudes that are completely unacceptable. Any form of violent or aggressive behaviour towards our staff, be it verbal or physical, or via social media, will not be tolerated. We would ask patients to keep bearing with us and please be kind to our staff and colleagues.

Thank you.