

## **IMPORTANT PATIENT INFORMATION – PLEASE READ CAREFULLY**

### ***Online Consult***

After very careful consideration following feedback from both our patients and our staff, North Glen Medical Practice has made the decision to withdraw our Online Consult service.

In order to ensure that our patients have appropriate notice and time to prepare for this change, patients should continue to submit an Online Consult form up until **Friday 30<sup>th</sup> July 2021 at 3pm.**

### ***How do I contact the practice for an appointment after Friday 30<sup>th</sup> July?***

To request a routine or urgent same day appointment with a GP, patients should contact the practice by telephone from **Monday 2<sup>nd</sup> August 2021.** Our telephone options and recorded message will also change from Monday 2<sup>nd</sup> August, we therefore ask our patients to please listen fully to the recorded message after this date, before selecting an option.

All face to face appointments are 15 minutes long. This extra time is needed as the practice is seeing many patients with complex medical issues. Any patient, who requires to be seen face to face in the practice, will be seen.

### ***Will anything else change when I telephone the practice?***

Yes. Our medical receptionists have undergone formal training to signpost patients, if appropriate to do so, to community pharmacy for minor ailments. They are also trained to signpost patients to other healthcare professionals who work within the practice such as our mental health nurse, our physiotherapist, or our practice pharmacists.

It is not always a GP who is the right clinician to see as there are many other healthcare specialists who work within medical practices to help and support patients, however please allow us to reassure that if you do need to see a GP for your health concern, you will see a GP.

When you contact the practice, the receptionist will ask you for some brief information as to why you would like an appointment, and we would be grateful if you could help us by providing this brief information. You don't have to provide it, but it will help and will allow our receptionists to direct you to the most appropriate person for your concern. All of the practice team are bound by strict confidentiality.

### ***Can you tell me some of the other healthcare professionals you have at the surgery?***

Yes. The practice has a mental health nurse, a CBT therapist, a first contact physiotherapist and practice pharmacists who all provide specialist advice and care in their field without the need for patients to speak with a GP.

The practice has two Advanced Nurse Practitioners (ANPs) who have undertaken additional training. Our ANPs support our GPs. They can refer patients and are prescribers as well. They can see a wealth of medical issues, so depending on what your health concern is; you may be offered an appointment with an ANP before a GP.

***Why are surgery staff signposting me to a pharmacy for a minor ailment?***

Patients should always consider whether or not they can safely manage a minor ailment at home first. The NHS Inform website also has a lot of self care advice for minor health concerns. Please visit [www.nhsinform.scot](http://www.nhsinform.scot) for more information.

If you feel you cannot manage your minor ailment at home, a pharmacy is the first place you should go for advice. You do not usually need an appointment and can attend any pharmacy of your choice.

Community pharmacies offer a wealth of services to patients. One of those services is called **Pharmacy First Scotland**. Pharmacy First Scotland is an NHS service provided by your community pharmacy. The scheme is available to all Scottish residents as long as you live in Scotland and are registered with a Scottish GP practice. Visitors to Scotland **cannot** use this service.

Your local pharmacist or a trained member of the pharmacy team will discuss your minor ailment, give you self care advice and/or provide treatment / medicine (if you need it) free of charge to you under the Pharmacy First service.

They may require to refer you to another healthcare professional such as your GP practice, a dentist, optometrist or another NHS service if they feel your condition needs further investigation or more specialist care.

The practice will also provide a Nurse Practitioner led minor ailment service for any patients who are not suitable for Pharmacy First or are referred back to the practice.

We would like to thank our patients for their understanding and continued support.

North Glen Medical Practice