

MEARNS MEDICAL CENTRE SPRING NEWSLETTER 2019

www.mearnsmedicalcentre.co.uk

0141 639 2753/0141 639 5531 surgery number - Px line – 616 7909

Emergency out of hours no – Freephone 111

OPENING HOURS Monday/Tuesday 8.30AM – 6.00PM

Wednesday – Friday 7.30AM – 6.00PM

MEET THE DEDICATED GP/CLINICAL TEAM

WHO ARE HERE TO HELP

GP PARTNERS

DR LESLEY MACAULAY

DR R W IRELAND

DR OWEN MCELEAVY

DR FRANCES LAWSON

GPS

DR STEPHANIE GRAY

DR DAVID CRAIG

DR JEN O'CONNOR

DR BRIAN J ROBSON

DR JOHN DUDGEON

LOCUMS

DR DUNCAN RENFREW

DR AAMNA CHAUDARY

DR JAMIE HUNTER

REGISTRARS

DR ANDREW NIMMO ST3

DR ANNA MARTIN ST3

DR SARA MYERS ST1

ADVANCED NURSE PRACTITIONERS

SISTER JANE WILSON

SISTER AMANDA KEENAN

SISTER LISA HUNTER

NURSE PRESCRIBER

SISTER NICOLA HENDERSON

TREATMENT ROOM NURSE

NURSE LYNN TEDMAN

HEALTH CARE ASSISTANTS

ANNE SOMERVILLE

COMMUNITY HCA – MARCIA LOWE

PHARMACIST

SHONA PATTERSON

Book for cholesterol, blood pressure, medication and asthma reviews



PRACTICE MANAGER
JULIE HAWTHORNE

ASSISTANT PRACTICE MANAGER
SHARON BARR

THE ADMIN TEAM

SUSAN CLARKE

AUDREY CAFFERTY

ANNE SOMERVILLE

JULIE LETHAM

JULIE MORRISON

GILLIAN MCNAIR

CAROLE GAFFNEY

CIARA GAFFNEY

Welcome to our SPRING newsletter.

Dr Lesley MacAulay is back consulting following surgery at the end of last year.

Dr Frances Lawson had a baby girl this month and will return early in 2020.

Dr John Dudgeon, our GP locum last year has now joined the team twice weekly working Monday and Friday mornings

We would also like to welcome Robert West our Community Link Worker in addition to Jade Hume both working one day a week in the surgery.

In addition we also have Kirsty Murray, Musculoskeletal Physiotherapist from the Eastwood Physio team here at the practice 3 days per week.



Surgery Website

THE SURGERY WEBSITE IS A GREAT PLACE TO FIND OUT ALL THE RELEVANT AND CURRENT INFORMATION REGARDING THE PRACTICE. WHEN YOU REGISTER ON THE WEBSITE YOU CAN VIEW THE NEWSLETTER, ORDER PRESCRIPTIONS, LEAVE FEEDBACK AND MUCH MORE. REGISTER TODAY AND HAVE A LOOK AT ALL OUR POINTS OF INTEREST.

mearnsmedicalcentre.co.uk

The surgery will close on Friday 19th & Monday 22nd April for the Easter Weekend Monday 6th & 27th May

We will also close for staff training Thursday 11th April 12-3pm for Staff Training

Appointment system

TEST RESULTS

If you are calling for test results, hospital letters, x-ray results or sample results please call **AFTER 11AM**. Blood tests take approximately one week, urine/swabs/stool samples at least 48hours, hospital letters and Xrays can take anytime between 2 & 4 weeks.

Visit local links below for services near you:

www.knowwhototurnto.org

www.nhsinform.scot

<http://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=20474&p=0>

REPEAT PRESCRIPTIONS

ALL prescriptions take 48hours – 2 working days. Our preferred way to order prescriptions is "Patient Access" an online service. Please ask at reception for your user ID to register or visit our website and register, alternatively call the px line on 616 7909 ALL enquiries after a prescription request is made **PLEASE only call 48 hours after** as there will be no update before this.

- Call to book your appointment and the receptionist who will take your details along with a contact number. A Clinician will aim to call you back the same day and arrange a suitable routine, on the day appointment or alternatively may be able to deal with your problem over the telephone.
- Receptionists require asking a few questions to direct you to the most suitable Clinician. Please note the Doctors have trained the receptionists to signpost and ask relevant information to help them prioritise acute problems and manage daily workload.
- Mearns Medical Centre has a large number of patients now registered with the practice. Our system works well with calls being dealt with on the day avoiding a lengthy wait to see a GP.
- We have Advanced Nurse Practitioners employed with the practice Sister Wilson, Sister Keenan and Sister Hunter all 3 are highly qualified to deal with minor ailments. (coughs, colds, temperature, earache, sore throat, rash, skin complaints, allergies, contraception, back pain, medication queries, results, sexual health and many more) Our ANP's are on the prescribing list and can treat and issue medication at the time of your call/appointment. Sister Henderson a Nurse Practitioner is also able to prescribe.
- When you call the surgery your details are taken along with a brief description of your symptoms. The clinicians then evenly share this workload and direct you to the best person to call and arrange an appointment/advice or treatment where needed. Under our Practice Protocol your call may be from a Nurse Practitioner not a Doctor. If your symptoms do require a GP to see you the Nurse Practitioner will arrange this. It is not always possible for the Doctor of your choice to call if a high demand of calls are taken daily.
- Patients who repeatedly fail to attend for appointments will be removed from our list.

IF YOU NEED SEEN ON THE SAME DAY PLEASE ENSURE YOU CALL BEFORE 4PM
Our phones are diverted between the hours of 12&2pm and between 5&6pm outwith this time

TRAVEL FROM JANUARY 2019;



At Mearns Medical Centre we have made some changes to our current travel protocol.

A travel form questionnaire has to be completed by any patient travelling abroad.

We request that there is a **MINIMUM** of 6 weeks' notice given before travel.

Approximately 1 week after completion a nurse will contact and discuss risk assessment/vaccinations/medications with the patient.

We are now only able to administer the necessary travel vaccinations available on the NHS –

Diphtheria/Tetanus/Polio

Hepatitis A

Hepatitis A/B Combined

Typhoid

(Yellow Fever vaccine shall be available until our current supply runs out)

If the requirements for travel are covered by the NHS vaccination list the nurse shall make an appointment at the surgery to have them administered.

Patients will then be re-directed to a pharmacy/travel clinic if further vaccinations are required. It is the patient's responsibility to contact these providers.

LOCAL PHARMACIES PROVIDING THIS SERVICE

Mearns Pharmacy – Ayr Road, Newton Mearns

Rowlands Pharmacy – Greenlaw Village, Newton Mearns

PHARMACIES OUT WITH THE AREA

Boots – Sauchiehall Street, Glasgow

Govan Travel Clinic

Glasgow Airport Travel Clinic

WEBSITE

FITFORTRAVEL.NHS.UK

Julie Hawthorne / Practice Manager

www.nhs24.scot



	<ul style="list-style-type: none">• coughs and colds• sore throat• indigestion• diarrhoea or constipation• aches and pains• help if you run out of your repeat prescription	Pharmacist (self care)
	A range of clinicians, including doctors and nurses, to help you with both physical and mental health issues.	GP Surgery
	<ul style="list-style-type: none">• tooth pain• swelling to your mouth• painful or bleeding gums• injury to your mouth• advice on oral hygiene	Dentist
	<ul style="list-style-type: none">• Red and/or sticky eye• Pain in or around your eye• Sudden loss of vision• Blurred or reduced vision• Flashes and floaters	Optometrist
	NHS 24's health information service includes self-help guides for a range of common conditions. www.nhsinform.scot/self-help-guides When your GP and local pharmacy are closed, and you are too ill to wait, call 111.	NHS 24
	<ul style="list-style-type: none">• Breathing Space 0800 83 85 87 www.breathingspace.scot• Choose Life www.chooselife.net	Mental well-being
	<ul style="list-style-type: none">• cuts and minor burns• sprains and strains• suspected broken bones and fractures	Minor Injuries Unit
	<ul style="list-style-type: none">• suspected heart attack or stroke• breathing difficulties• severe bleeding	999 or A&E