

NEWSLETTER

Access to the Practice

With the easing of restrictions in Scotland we have re-opened our waiting room for patients. Our main door has been open for a couple of weeks, and we would like to thank the patients for following the guidelines. We of course continue to reduce footfall and therefore the risk for both practice staff and to patients attending who may be at greater risk if they catch COVID-19. Our waiting room and reception desk are therefore for **patients with pre-arranged appointments**, and for patients wishing to **drop-off or collect** items only. Please continue to phone the practice to make appointments and for any other queries.

Whilst in the Practice, the following still applies:

- Wear a face covering
- Physical distancing of 2 metres in waiting room
- Patients to contact by telephone in the first instance
- Wearing of PPE by staff
- Screening of all patients for COVID-19 symptoms



Prescriptions Requests

For patients on regular medication, these can be requested without requiring an appointment. Patients on repeat medication may be asked to see a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications. Please ensure that you book an appropriate appointment when requested to avoid unnecessary delays to further prescriptions.



- We operate a 72 hour service for repeat prescriptions (excluding the weekend)
- We do not provide a telephone order service, as this can result in error, and engages busy lines and staff.
- Requests for acute prescriptions (those not prescribed on a repeat basis) will be reviewed by GPs, and be available within 72 hours

Pharmacy Support Team

As part of the General Practice Team, pharmacists make a huge difference to both patients and clinical colleagues. We are fortunate to have a Pharmacy team consisting of Linda Ker (Pharmacist) and Kim Fleming (Pharmacy Technician) who are based at the Practice.

Linda and Kim deal with numerous prescription related duties including any acute / non-repeat medication, new patient medications, dosette boxes and reconciliation of hospital discharges.

NHS PHARMACY FIRST SCOTLAND

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NHS Pharmacy First Scotland allows patients to gain expert advice and treatment from their community pharmacies. This service helps people access the Right Care at the Right Place, without having to visit the GP Practice or Emergency Department. Pharmacists can help treat conditions such as:

- Acne
- Allergies
- Constipation
- Cough
- Cystitis (in women)
- Diarrhoea
- Hay fever
- Earache
- Headaches
- Impetigo
- Indigestion
- Shingles
- Urine infections (UTI)
- Warts and Verrucas

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