

## Dr Ferguson & Partners

### Issue 1: Spring Newsletter

We hope this newsletter is one way of keeping you up to date with the changes happening at the surgery and ways in which we are striving to provide a good service.

### OUR CLINICAL TEAM



Currently Dr Ferguson & Partners has 6 partners – **Dr Ferguson, Dr Hampson, Dr Ghanbari, Dr Fletcher, Dr Yuan and Dr McCartney**. We have 1 long term locum – **Dr Hampson (female)**. We are a training practice and currently have 1 ST3 GP **Dr Penney** and 1 ST1 GP **Dr Surana**. We are also very lucky now to have 1 advanced nurse practitioner **Mr Alastair Munro**.

GPs are part of the primary care team. We work alongside several other team members – some based within the practice and others outwith such as community pharmacy, physiotherapists, district nurses and treatment room staff. As GPs we are trained to deal with a wide range of medical conditions and to look after those from the very young to the elderly. We refer to hospital specialists if we feel this is required.

We ask that you consider whether the GP is the correct person to help you manage your symptoms. Although GPs can deal with minor illness, often there are alternative services available, which can deal with minor illness just as the GP can but may be able to do so more quickly. NHS Inform has self-help guides which can help direct you. Our Admin Staff are trained to help direct you to the best service to meet your needs. Therefore, we ask that you give them as much information as possible. Please note, our Admin staff are bound by confidentiality. This in turn allows our GP appointments to be accessed by those who most need our help, or if an appointment is required, we have enough information available to us, before you arrive for your appointment.

### WHAT IS AN ADVANCED NURSE PRACTITIONER?



Advanced nurse Practitioners are Registered nurses who have done extra training and academic qualifications to be able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients who present with undiagnosed/undifferentiated problems. **If you would like to learn more about an ANP's crucial role in primary care please click on the video link below**

[A day in the Life of an Advanced Nurse Practitioner in Primary care](#)

## ADMIRAL STREET PRACTICE

A reminder to all patients registered at our Admiral Street site in Kinning Park, that the building is closed from 1pm on Thursday afternoons. Please note that all calls are diverted to our Branch Surgery located at Pollok Health Centre. If you require to be seen as a medical emergency, this will be the site you will be asked to attend at that time. Please ensure if you require to collect a prescription that you are also mindful of this.

## PHARMACY FIRST PLUS

Pharmacy first is the new name for the Minor Ailments Service. This is available on-demand in every one of our community pharmacies in Scotland and is generally a face to face consultation with the pharmacist on duty.

A new service called “**Pharmacy First PLUS**” – this involves a consultation with a prescribing pharmacist, who has access to many more of the treatments that you would normally get from a GP. They have an NHS prescription pad, and can write you a prescription for a wide range of ailments – everything from UTI infections, to antibiotics for chest infections and medicines to treat coughs and colds not allowed on the Minor Ailment service.

Current pharmacies taking part in this scheme are:

**Boots Silverburn – Tuesday (pm only), Wednesday and alternate Thursdays.**

**Cattersons Pharmacy – Monday, Tuesday, Wednesday, Thursday and Friday.**

**Eastwood Pharmacy – Monday, Tuesday, Wednesday, Thursday and Friday.**

**Houlihan Darnley Pharmacy – Tuesday (am only), Wednesday, Thursday and Friday.**

**Mackies Pharmacy – Tuesday, Wednesday, Thursday and Friday.**

**Nancys Pharmacy – Monday, Tuesday and Thursday.**

## CHRONIC DISEASE MANAGEMENT

Our active management of chronic diseases is offered to patients for conditions which require continuous monitoring. These include diabetes, heart disease, stroke, hypertension (raised blood pressure), chronic kidney disease, thyroid disease, COPD (chronic obstructive pulmonary disease) and asthma. Please let us know if you think you have missed your annual chronic disease review and we will arrange this for you.



## RESOURCES FOR MENTAL HEALTH

1 in 4 people in Scotland will experience a mental health problem each year. There are resources available for support.

### Breathing Space

Breathing Space was launched in 2002 to address serious concerns, about the mental wellbeing of people in Scotland. The service became a national phone line in 2004. Breathing Space complements the work of other phone lines and agencies which are endeavouring to reduce suicide rates in Scotland.

Telephone: 0800 83 85 87

[Further information about Breathing Space](#)

### LifeLink

Lifelink can offer support to anyone who is struggling to cope with everyday stress or is feeling anxious or depressed. You can self-refer through their website.

[Home | Lifelink](#)

### NHS Inform

[Mental health | NHS inform](#)

When you phone 111 and choose the mental health option, you'll be connected to a team of psychological wellbeing practitioners (PWP's).

Phone 111 if you're:

- Feeling distressed
- In a state of despair
- Feeling suicidal
- In need of emotional support

PWPs can offer advice on coping with mental health symptoms. They can recommend and connect you with other services if needed.

## EXTERNAL CLINICS & SERVICES

There are some services which we cannot provide at the Practice but which we do have access to at other sites.

- You can self-refer to Physiotherapy - forms available at reception.
- You can self-refer to Podiatry by telephoning 0141 347 8909 - Monday, Wednesday and Friday all day or Thursday morning before 12:30.
- Referral to speech therapy, dietetics and mental health services are by the GP.



- We have direct access to X-ray facilities at Victoria and Queen Elizabeth University Hospitals.

### Early Pregnancy Assessment Service (EPAS)

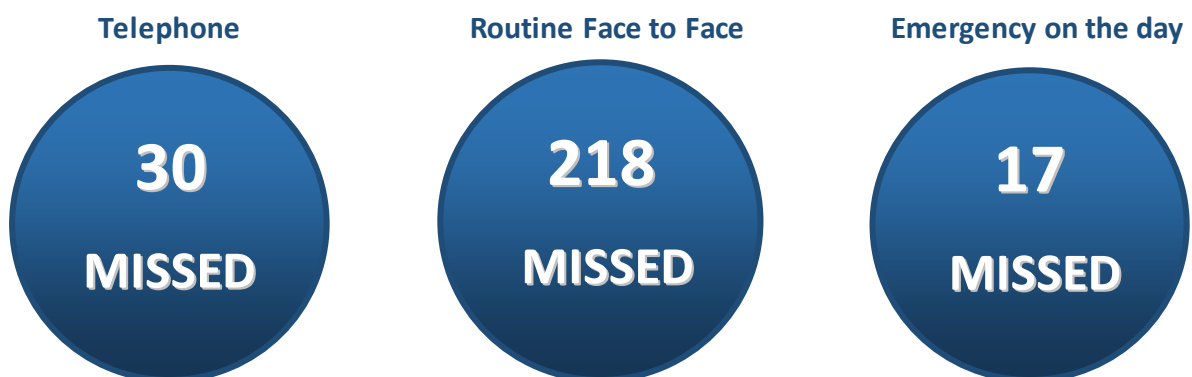
If you are pregnant and wish to continue the pregnancy please contact the Maternity services on: **0141 232 4005**.

If you have any concerns of a miscarriage, and have already referred yourself to the maternity service. Please phone, The Princess Royal Maternity on **0141 211 5317** for advice.

**If heavily bleeding please attend your nearest Accident and Emergency Department.**

### MISSED APPOINTMENTS

Missing your appointment means that someone else has missed the opportunity for an appointment. Below are the figures of missed appointments from the start of the year until now, which is a duration of **9 weeks**. There were a total of **265** missed appointments which is, approximately, **44 hours** of time wasted, **6%** of which were **emergency** appointments booked on the **same day**! Due to the high number of missed appointments (those booked but not cancelled), we have implemented a 'DNA' (Did not attend) policy. If you do not attend an appointment and have not cancelled this, you will receive a letter advising of this. If you do not attend 3 appointments within a 1 year period, the GP will consider removing you from our practice list. We are now able to send text message reminders to patients 24 hours before their appointment time. This has the facility for you to cancel your appointment from your phone. Please note, we need at least one hour notice to cancel an appointment so that we have the time to allow another patient to book. Appointments cancelled with less than one hour will be deemed a do not attend. Please ensure that if your mobile number changes to let us know. If you miss any appointment and still require to be seen or spoken to, then you will be given the next **routine** appointment.



Please continue to keep up to date with the changes and services available via our webpage [www.drfergusonandpartners.co.uk](http://www.drfergusonandpartners.co.uk)