

# The Baronscourt News

Volume , Issue

April 2009

## Welcome to the Spring 2009 edition of the Baronscourt News

Included in this edition –

*Public Holiday opening times*

*Protected Learning Afternoon*

*New patients*

*Text message appointment reminders*

*Changes to the appointment system*

## Public holidays opening times

The surgery times over the Easter Period are as follows:

Good Friday April 10<sup>th</sup> – Closed.

Easter Monday April 13<sup>th</sup> – Closed

Tuesday April 14<sup>th</sup> – Open as normal

We are also closed on May Day

Monday May 4<sup>th</sup>

It may be useful to keep a small supply of paracetamol and other over the counter remedies at home. This may help you cope with common ailments such as simple coughs, colds and sore throats. In the event of a medical emergency please phone NHS 24 on 08454 24 24 24

## Protected Learning Afternoon

The next staff protected learning afternoons will be:

Wednesday April 29<sup>th</sup>

Wednesday June 24<sup>th</sup>

The Practice will be closed from 12 noon on these days.

## New Patients

When registering as a patient with the practice you will now be asked to provide current proof of ID (Passport/Driving License or Student ID), proof of address (a utility bill) and if available your current medical card. If you do not know your NHS number, please provide details of your previous GP in order to allow the practice to trace your medical records.

## Text message appointment reminders

If you wish to receive a text message appointment reminder for your booked appointment please register your mobile number at reception. Reminders are sent approximately 24 hours prior to appointments. Appointment reminders for a Monday will be sent on the Friday before. There are occasions when due to situations out with our control that reminders are not able to be sent however we will endeavour to meet this or inform patients of any problems.

Non attendance of appointments is taken very seriously by the practice. It is the patient's responsibility to cancel an appointment which is no longer required. Patients who receive a text message reminder for their appointment and then fail to attend without cancelling will receive a 'Failed Appointment Message', a further reminder will be sent for the next booked appointment but non attendance occurs again your number will be removed from this service.

Please remember it is important to keep us informed of any changes in your contact details.

## **Changes to the appointment system**

As many of you are aware due to patient demand there can be difficulties at certain times in the year for patients attempting to access our services but sometimes another healthcare professional is better able to help you so we are aiming to offer different types of appointments that better suit our patients needs.

Please note that there will no longer be an open surgery from July 1<sup>st</sup> 2009 and we will not be providing a walk-in service. You should always phone the practice first.

When our receptionists ask you to outline your condition or need, they're not being nosy, they just want to ensure that you see or speak to the right person and may suggest:

### **Pharmacist**

### **Practice Nurse**

### **Health Care Assistant**

**GP Telephone Appointment** – for conditions that do not require a medical examination

**GP Appointment** – for conditions that do require a medical examination

Here is an example of what the Healthcare professionals are able to assist you with:

### **Nurse Appointment**

Heart and Blood Pressure and Diabetes clinics, asthma, BP checks, contraception, COPD, injections, initial smoking cessation, period problems, pill checks, pre-conception advice, smears, travel vaccinations (initial travel advice forms available from reception) and vaginal discharges.

### **Health Care Assistant Appointment**

Phlebotomy (blood-taking), blood pressure checks and new patient medicals.

### **GP Telephone Appointment**

Back pain, chickenpox, constipation, cystitis, depression reviews, diarrhoea and vomiting, earache, acute exacerbations of eczema, flu, heartburn, mumps, rashes, results queries, sinusitis, urinary tract infections.

**Your local Pharmacist** can deal with allergies including hay fever, cold sores, colds, conjunctivitis, emergency contraception, flu, head lice and scabies, mouth ulcers, side effects of medication, sinusitis, sore ears, sore throats, sunburn, thrush, verrucae, warts and worms.

**Your local Optician** can deal with eye problems.

**Your local Chiropody** service regardless of age, for those with a podiatric/medical need. All new patients must attend an assessment. Patients can self refer for a clinic visit by filling out an application form.

### **Additional Information**

When arranging a telephone appointment please ensure you provide a number that accepts 'number-withheld' calls and that you are happy to speak with the GP on that number e.g. at work.

Did you know we have a dedicated email prescription service and offer an on-line prescribing system:

[Baronscourt.Repeat@lothian.scot.nhs.uk](mailto:Baronscourt.Repeat@lothian.scot.nhs.uk) or via our website on [www.baronscourtsurgery.co.uk](http://www.baronscourtsurgery.co.uk)

Are you aware that you can ask for your prescription to be collected straight from the practice to your local chemist, so you don't have to come into the Surgery to collect them? Ask your local chemist for information

### **Results**

If you are phoning for test results please wait at least five working days before contacting us, and then please call after 11.00am.

## **Volunteers**

As many of you are now aware the practice is very involved with teaching medical and nursing students. This requires willing patients to help out on occasions. We have an afternoon approaching on May 28<sup>th</sup> where we will be looking for volunteers to assist in 2<sup>nd</sup> student examinations at the practice. If you would be interested in offering some time please let a member of the reception team know, who will take your name and details.