

October 2019

The Links Practice

The Links Practice Newsletter

Dr Janice Duncan consulting times are a Monday, Tuesday and Thursday

Dr Fleming consulting times are Monday, Wednesday and Friday



PRACTICE NURSE

Fiona Maclean -consulting times are Tuesday, Wednesday and Thursday morning in the new consulting room.

TREATMENT NURSE

Nicola Irvine -consulting times are Monday, Thursday and Friday

Phlebotomist

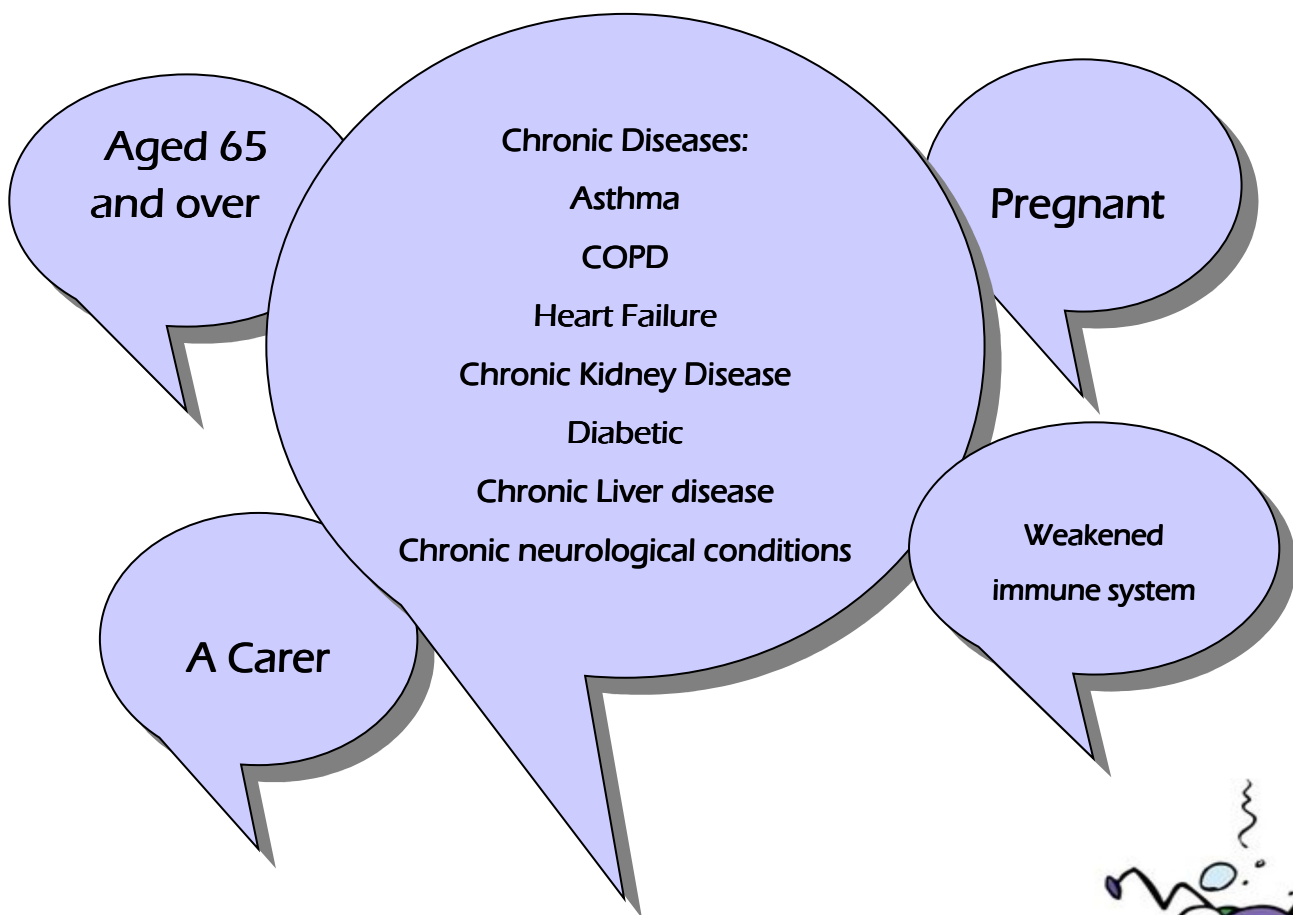
Stacey Bishop -consulting times are Wednesday morning





You eligible for a FREE Flu vaccination if you fall into one of the categories listed below.

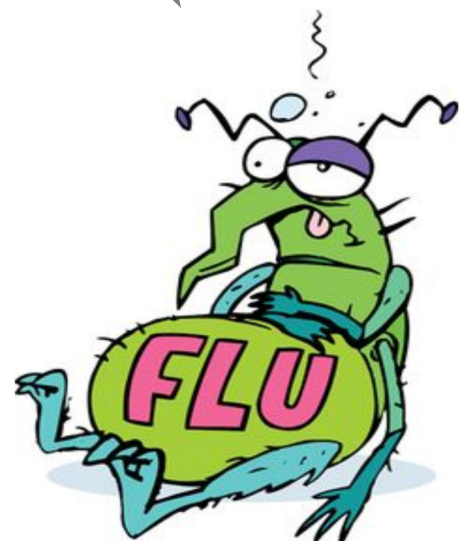
Flu Clinics will be running throughout October and appointments will be given.



The Flu vaccine is offered to all children in Scotland aged two to five years(and not yet in school) at their GP Practice(Children must be aged two years and above on the 1st September 2019 to be eligible).

It is also offered to all primary school children at school.

Primary school children– look out for the consent form in your child's school bag



Emergency appointments

These appointments are released to patients who have developed new symptoms within the last 24-48 hours. These should be conditions that are likely to deteriorate if the Doctor does not take action. This may be that these patients need referral to hospital or an acute prescription.

Children under 5 will normally be seen with any new symptoms if a parent is concerned about their health.

These are not for ongoing conditions or problems that have already been assessed by the Doctor and need modifications to prescription. Issues such as stronger painkillers can be dealt with in a telephone consultation.



EMERGENCY

Prescription Information

You can order your prescription on Emis Access please ask for a pin number at reception

Alternatively you can hand them in personally at the desk or we have a postbox in the foyer, or send by Royal Mail or fax to 01592 871338 or telephone on 01592 873321

Please allow a minimum of 48 hours from time of ordering to collection. If you order your prescription through the chemist collection scheme please allow 72 hours before collecting at the Pharmacy.

If there are any items you no longer take on repeat please inform the reception staff.

Please note in order to reduce the number of times you contact the surgery to order your prescriptions we are in the process of aligning your medication to enable you to order all items you require monthly/bi monthly and hopefully this will not also make it easier for yourself but will help reduce waiting times at the Pharmacy. The receptionists will ask you a variety of questions in relation to your medication and this will allow us to update your records accordingly.



Self check-in system

We have a system for checking yourself in for appointments which is located on the Medical Groups wall. We would encourage patients to utilise this service as it allows the receptionist to deal with other queries. If you are unsure of how to use the system please feel free to ask a member of reception who will demonstrate.

If you have been waiting longer than 20 minutes past your appointment time please alert reception.



Telephone Answering

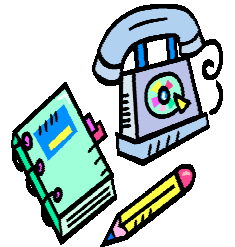
The staff can sometimes get caught up in the morning rush and therefore we ask that any early morning calls are restricted to requests for appointments or house calls and that any other business is left until after **9.30 am**.

Change of address/telephone number

If you have recently changed your address and/or telephone number could you please let us know as soon as possible.

This is particularly important if you are awaiting a hospital appointment or if we need to contact you at short notice.

It is important to let us know of all registered family members who are changing address/telephone numbers.



Public Holidays

Monday 7th October 2019

Wednesday 25th December 2019

Thursday 26th December 2019

Wednesday 1st January 2019

Thursday 2nd January 2019

NHS 24 will handle all calls on the above days and be contacted on

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