**Station Road Medical Practice**

**Spring Newsletter**

Welcome to our Spring edition of the practice newsletter. Hopefully we will start to see longer days and brighter weather.

**Staff News**

We welcome Dr Kirsty Dean to the practice as our new Salaried GP, Dr Dean will be working 3 sessions with the practice.

Update on our junior doctors. Dr Nazim and Dr Noble are our current ST3 GPs (Specialist Trainees). Dr Gbenga is our current ST1 GP. Dr Krasniqi is our FY2 GP (Foundation Year).

It is crucial to protect the future of general practice by allowing junior doctors to gain more experience within the general practice setting. Our junior doctors are fully qualified doctors, who have spent time working in hospital and are now spending time in general practice.

We are delighted to congratulate Dr Beveridge on the birth of her new baby, Dr Beveridge will return to the practice in 2025 following her maternity leave.

**Website**

Patients will be aware we have recently upgraded our website, providing a much more modern digital platform. Patients who use our online system for ordering prescriptions may require to re-register on the prescriptions section creating a username and password. Instructions are on our website and below:

* Click ‘Prescriptions’.
* Click ‘Order Repeat Prescriptions’ on left hand side.
* Left box ‘Click here to register now’.
* Complete steps 1 & 2, password should be between 6-12 characters, letters & numbers.
* After you have clicked on register you should receive an activation code, if at this point you do not receive code please call us.
* If you were previously registered for online prescription requests & system does not recognise your email or password please call us.

We have added a useful section with various leaflets and links for our patients, this can be access from the front page under ‘Patient Resources’.

**Mobile Telephone Numbers**

Please ensure we have an up-to-date mobile telephone number for you. This allows you to benefit from text messages and reminders from the practice. It is also crucial if we require to make contact with you regarding results that we have an up-to-date contact number.

**Consultation Statistics**

During the month of February 2024, the clinicians in the practice carried out 2,986 face to face consultations and 1,827 telephone consultations.

In addition, there are multiple patient contacts throughout the day, both acute and routine, which our clinicians are dealing with.

Our telephone lines continue to be extremely busy. During February, our reception team answered 11,097 calls to the practice. Please bear with us when the phone lines are busy, particularly on a Monday morning, our team work exceptionally hard to answer as many calls as possible each day.

If you require a same day telephone assessment, you should call in as early as possible in the morning, prior to 10am. However, for non-urgent matters, you can call the practice later in the day and request one of our pre‑bookable telephone appointments. These pre-bookable telephone calls are made between 8.30am and 10am on the day of booking.

For ongoing chronic conditions, patents can request a continuation telephone appointment with their preferred GP, however, you must be prepared to wait for this as all our GPs are exceptionally busy dealing with on the day telephone triage and urgent appointments.

**Surveillance Swabbing**

The practice continue to participate in disease surveillance on behalf of Public Health Scotland. If you have a respiratory illness, you may be asked to undertake a swab to be analysed. The results of the swab will determine the treatment of your illness and will help support the crucial surveillance of diseases in Scotland. It also means that patients are not unnecessarily taking antibiotics which will help to reduce antibiotic resistance.

**Holly Health Lifestyle Improvement App**

Holly Health is a new app offered free of charge to our patients to help with long term condition management and personal habit coaching. Follow the instructions on the following link to join the service and help to improve your health and wellbeing: <http://hly.app/stationrd-gp>

**CPS Research**

We are currently working with CPS Research in Maryhill. Eligible patients may receive a telephone call from the practice to invite them to participate in clinical trials with CPS.  Following consent, your contact details are passed to CPS for them to make contact with you directly.  **No patient information is shared directly with CPS without prior patient consent**

**Facebook**

Please remember to follow the practice on Facebook for patient information in order to keep up to date with practice issues. Please note this platform will be for information sharing purposes only.

**Days We Are Closed**

The practice will be closed on Friday 29th March & Monday 1st April 2024. If you have an urgent matter which cannot wait during this time, please call the out-of-hours service on 111.