

Drs Semple, Finney, Datta & Fiskén

Cardonald Medical Centre

June 2017

Telephone

0141 892 2548

Website:

www.semplefinney.co.uk

Calling through on the phone

We have listened to patient's feedback and understand patient's concerns especially with the phone cutting off during busy times.

The practice is currently in the process of changing over to digital phone lines. This will allow a queuing system in place when you call through. This will save you having to call back and go through the menu again which we appreciate causes frustration.

You will no doubt be aware of the shortage of GPs in the country and as a result, the shortage of appointments available. We always aim to provide the best service available to patients and regularly have additional appointments available to meet demand.

We have found that **many of our appointments can be avoided** however due to a wide range of services available to patients that do not need a GP. This not only helps free up appointments for others, but also helps you in getting the right service from the right provider, at the right time.

Examples can be:

Stop Smoking – your Pharmacist and Smoke Free can help. You can see your Pharmacist with no need for an appointment, and Smoke Free can be contacted on **0800 028 5208**.

Minor Ailments – your Pharmacist is available with no need for an appointment. Your Pharmacist can help you when you need healthcare advice or help with medicines.

Dental – we do get requests concerning oral health. If your mouth or teeth need attention, please contact your dentist.

Prescriptions – we are often inundated with telephone calls regarding prescriptions. If you have a query regarding a prescription or indeed, want to order one, please leave a message on the Prescription Line on **0141 882 7326** or contact your Pharmacy if you have a collection service.

Letter from a Doctor. We receive many examples of patients needing a letter of support from a Doctor. Whilst there are many examples of why, common reasons are associated with PIP (Personal Independent Payment). The practice has a protocol to request a letter from the Doctor and a request form. **Please ask at reception for this. You do not need to book an appointment in the first instance.**

Please note – **we do not officer letters of support for PIP.** The reason for this is that the application process does not require a GP letter and is not considered if there is one offered in support. To help patients, we offer Citizens Advice Clinics on a monthly basis in the surgery. Please ask at reception for more details.

Weigh to go

What is Weigh To Go?

Weigh to go is a service available to help young people who live in NHS Greater Glasgow and Clyde aged 12 – 18 who are overweight and have a BMI of 25 or above.

This service is for young people who are overweight and want to lose or manage their weight.

Weigh To Go incorporates ongoing support from a Weigh To Go Nurse and Commercial Weight Management Services to promote healthy, sustainable and successful weight loss.

Healthy Eating practices and Physical Activity will compliment this and you will be encouraged by the team.

How can I access Weigh To Go?

Simply call on **0141 451 2727** to make an appointment at

- **Cardonald College Campus:** Every Tuesday
11:30am - 1:30pm
- **Pollok Health Centre:** Every Thursday 10:30am -
1:00pm
- **Castlemilk Health Centre:** Every Thursday 2:30pm
- 5:00pm

Online Services

Did you know that you can request an appointment on our website? This saves time trying to call though on our busy phone lines.

Go to: www.semplefinney.co.uk and select **Online Services.** You can then:

- Request or cancel an appointment
- Order a repeat prescription
- Update your contact details