



Helping You Book Appointments

We recommend telephoning or visiting the practice first thing in the morning if you wish to book a **GP appointment**. We do understand that the telephones are very busy at this time of day, however GP appointments for the day are almost always all fully booked in the morning, so we do not recommend waiting until the afternoon.

Do you know that:

- ***You can book GP appointments online?***
You must register for our online services to have this option - ask at reception for details, or download the terms and conditions from the appointments page on our website www.stratheskmedicalpractice.co.uk
Please feed back to our reception team if you fail to book an online appointment as the practice may increase the number of online appointments available if demands for this service increase.
- ***There is no need to phone first thing in the morning to book blood test appointments or practice nurse appointments?***
As these are bookable in advance, you can telephone at any time of day to organise these.



Easter Public Holidays

The practice will be closed on:

**Friday 30th March
and
Monday 2nd April**

We will re-open for normal service on Tuesday 3rd April at 8.30am.

If you require urgent medical attention while we are closed then please call NHS24 on 111.

In the case of an emergency dial 999 for an ambulance.

Farewell to Dr Michele Devin

We are sad to announce that Dr Devin has decided to leave our practice and will finish up on Wednesday 21st March.

We wish her well for the future and she will be very much missed by patients and staff in the practice alike.

Dr Gareth Evans will cover Dr Devin's clinics until August.



Medical Tests and Results

- In our practice, clinicians are able to organise certain tests in house - we can check blood results, as well as take sputum, urine or stool samples and swabs when clinically required. The doctors are also able to refer patients to hospital for x-rays, ultrasound scans and MRI scans as required.
- The results of the tests that your doctor or nurse have arranged return to the practice and you are able to contact us to find these out. We recommend you **telephone the practice for your results** rather than ask for them at reception desk. This is because it is more confidential. If you ask for your results at our reception desk, your conversation with the receptionist may be overheard by others.
- You may ring for your results after 10.00am each day. ***If you are able to do so, we appreciate if patients can telephone in the afternoon for their results.***
- We do understand that sometimes a patient may not be able to telephone the practice, for example if they do not have a telephone or cannot use one, and if this is the case we will always try to maintain confidentiality at our reception desk.

Pharmacy First Service

Your local pharmacy is always a great place to look for advice when you are suffering from minor illnesses.

A lot of the local pharmacies are now expanding their services even further, with the new **Pharmacy First Service**.

The pharmacist is able to offer consultations and prescribe medication for :

- Impetigo
- Urinary tract infections in women aged 16 to 65 years old who are not pregnant.

If the pharmacist has any concerns regarding your health, or cannot prescribe for you due to your medical history, they will refer you back to your GP.

Would you like our practice newsletter emailed directly to you? Visit the news page on our website to subscribe!

www.stratheskmmedicalpractice.co.uk

