

# Signposting

## Why does a receptionist ask why I want to see a Doctor?

When the receptionist asks for your reason to see the GP or Nurse, it's because they have been asked by the Doctors to do so. This allows for patients to be seen by the right person at the right time.

Signposting to other services allows for more appointments to those in need.

Receptionists are trained by the GPs to signpost.

## What other services?

**Dental** – we receive a small number of requests to see the GP regarding toothache. We signpost to the Dentist as they are the most specialised to treat these symptoms.

**Opticians** – eye problems are common and again, the Optician is the most specialised in this field. This includes conjunctivitis.

**Pharmacy** – Pharmacy First is a free service (as long as you are registered with a GP) which allows you to be seen, assessed and treated by a highly trained Pharmacist. Medications are free.

## Patient Confidentiality

Patient confidentiality is maintained at all times. Reception staff are duty bound like all clinical staff.

# Craigshill Health Centre



June 2023 Newsletter



*Welcome to our June newsletter.*

*This month's newsletter has updates on ordering Fit to Work Notes, private surgery abroad and signposting.*

## COMMUNITY CONNECTIONS



**VIRTUAL APPOINTMENTS ARE NOW AVAILABLE FROM THE COMFORT OF YOUR OWN HOME AND IN PERSON IN COMMUNITY LOCATIONS**

Have you concerns about your own or a someone you care for health and wellbeing?

Have you been affected by long term covid or another long-term health condition?

Cannot make it along to any of the Community Connections locations?

YOU CAN SPEAK FACE-TO-FACE USING NEAR ME VIRTUAL APPOINTMENT

COMMUNITY CONNECTIONS CAN HELP



For further information or to make an appointment, please email: [communityconnections@westlothian.gov.uk](mailto:communityconnections@westlothian.gov.uk)

**RIGHT INFORMATION - RIGHT TIME - RIGHT PLACE**

Available in Craigsfarm Community Hub. Thursdays 10am – 12 noon



West Lothian  
Health & Social Care Partnership  
[westlothianhsc.org.uk](http://westlothianhsc.org.uk)



Everyday questions about  
your health  
The answer is NHS inform



[www.nhsinform.scot](http://www.nhsinform.scot)  
0800 22 44 88




NHS  
24  
NHS  
inform  
Health information you can trust

# WHAT'S HAPPENING @ CRAIGSFARM

JUNE 2023

Here are some great events happening this month that you might be interested in:

|  |  |
|--|--|
| <b>MONDAY</b> <ul style="list-style-type: none"> <li>HARTBEEPS (9AM - 3PM)</li> </ul>  | <b>THURSDAY</b> <ul style="list-style-type: none"> <li>COMMUNITY CONNECTIONS (10AM - 12PM)</li> <li>GENERATION ARTS (10.30AM - 11.30AM)</li> <li>YOGA (6PM - 7PM)</li> </ul> |
| <b>TUESDAY</b> <ul style="list-style-type: none"> <li>TI-CHI &amp; QIONG (10:30AM - 12:00PM)</li> <li>SWEATY MAMA (1:30PM - 2:30PM)</li> <li>WHOLEHEARTED KIDS (5PM - 6PM)</li> <li>YOGA (6PM - 7PM)</li> <li>INTUITIVE DANCE IN POLISH - 7:15PM - 8:15PM</li> </ul> | <b>FRIDAY</b> <ul style="list-style-type: none"> <li>BABYBALLET (9:30AM - 11AM)</li> <li>MEN'S ART (11AM - 2PM)</li> <li>FUN, FIT, FABULOUS (6:30PM - 7:30PM)</li> </ul>     |
| <b>WEDNESDAY</b> <ul style="list-style-type: none"> <li>YOGA WITH AGA (6PM - 7PM)</li> </ul>   |  |



# What's on at Spark

|  |  |  |
|--|--|--|
| <b>Monday</b> <ul style="list-style-type: none"> <li>Pins 'n' Needles 10am-12pm</li> <li>Arts &amp; Crafts 10am-12pm</li> <li>Sewing Bee 12:30am-2pm</li> <li>Carpet Bowls 2pm-3:30pm</li> </ul> | <b>Tuesday</b> <ul style="list-style-type: none"> <li>Walk with Kirsty 9:30am-10:30am</li> <li>Bingo &amp; Quiz 11am-1pm</li> <li>Xcite Seated Exercise 1:30pm-2:30pm (£2.60)</li> </ul> | <b>Wednesday</b> <ul style="list-style-type: none"> <li>Xcite Singing for Health 10:30am-12pm (£2.60)</li> <li>Games Afternoon 1:30pm-3pm</li> <li>Quit Smoking 3pm-4pm</li> </ul>                             |
| <b>Thursday</b> <ul style="list-style-type: none"> <li>Guided Meditation 9:30am-10:30am</li> <li>Tapestry 1:30pm-3:30pm</li> <li>Introduction to Film Making 1:30pm-3:30pm</li> </ul>            | <b>Friday</b> <ul style="list-style-type: none"> <li>Men's Group 10am-12:30pm</li> </ul>   | <b>Sky Up Hub Times</b> <ul style="list-style-type: none"> <li>Monday to Thursday: 10:30am-12:30pm 1:30pm-3:30pm</li> <li>Friday 10am-12pm</li> <li>Come and use our free internet and our laptops.</li> </ul> |

**Spark Creations Social Enterprise**

Why not visit our online shop (QR code below), where you can buy gifts for all occasions. All our products are made by our talented volunteers and profits reinvested into Spark.

 spark\_livingston
  sparklivingston
  sparklivingston
  Spark website QR code
 

# Private Surgery Abroad

Advice for patients planning surgery abroad with no NHS Referral

**NHS** inform

Health information you can trust

<https://tinyurl.com/yx8uakp5>



# Fit to Work Notes

We are often asked to provide patients with a note to declare they are fit to return to work.

This can be an understandable cause of frustration for some of our patients due to the pressure from employers and the patient's need to return to work again.

The role of the GP is to provide a Fit to Work Line (Med3) (known commonly as a Sick Line). This is to cover your absence from work. We do not provide a note for any other purposes.

## Self-Certify

You can self-certify for 7 days (including weekends). You do not need a Med3 to cover this period.

## Phased Return to Work

This is a recommendation by your GP on your last Med3.

You can then discuss a Phased Return with your employer. This process that does not involve your GP. If you cannot agree on a phased return to work, you can be signed off sick again and request a Med3 from the practice.

## Ordering a Med3

You can call us on **01506 432621 Option 2**. You can also order online via our website.

The process takes 48 hours (2 working days).

## Med3 in Advance

We cannot print a Med3 until the day it is due. Our IT system does not allow us to print on in advance.

# Thank you

To the vast majority of our patients who have been kind, patient and understanding when working with us. We really appreciate your support.

Unfortunately we have seen a small rise in abuse from a minority of people in the past few months. We would remind everyone that we have a zero tolerance policy towards abuse.