

GP Reception

The role of reception is a varied one; they are responsible for a wide range of task in the practice. This month, we are focusing on repeat prescriptions.

Repeat Prescriptions

Reception process repeat prescriptions on behalf of the clinician. They provide the prescription to the GP for signature.

To ensure patient safety, repeat prescriptions are periodically reviewed by the GP. The reception team ensure that these prescriptions are highlighted to the GP for review.

Volume of prescriptions

We process around 14,000 repeat prescriptions per month. The high volume means we are unable to process requests within less than 48 hours' notice. We do have exceptions to this; inhalers for example.

Urgent Medications

The urgent medication list is created by the GPs themselves. They use their medical knowledge to determine the medications that can be done urgently. Reception are responsible for passing this information on to patients on the GP's behalf.

Craigshill Health Centre



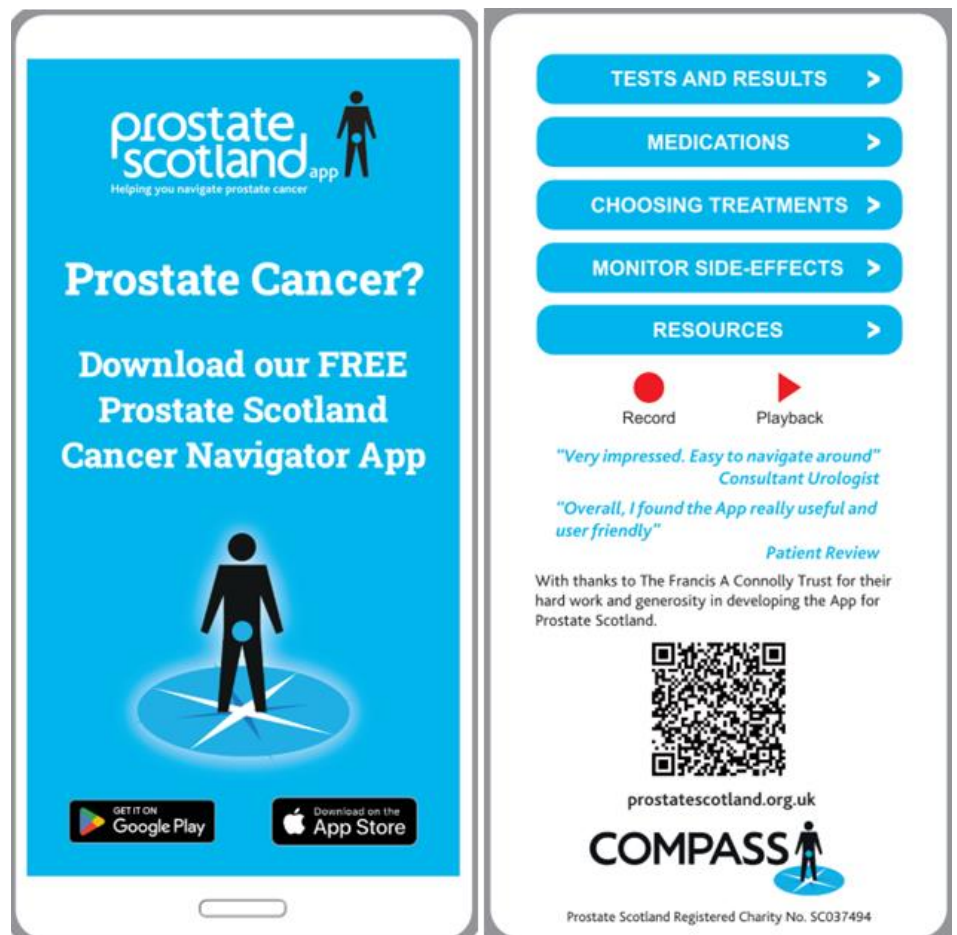
July 2023 Newsletter



Welcome to our July newsletter.

This month's newsletter has updates on the role of the GP Receptionist, Appointments and updates on our two new additions to the team.

Prostate Scotland has created a helpful app for those with prostate cancer.



To access the app, please click on the following links below:



Everyday questions about your health

The answer is NHS inform



www.nhsinform.scot
0800 22 44 88



NHS
inform
Health information you can trust

GP Physio

Every Thursday (all day)

We are delighted to welcome Lesley to our team as our GP Physio. She will work with us all day on Thursdays.

The role of the GP Physio is to provide F2F appointments for all MSK (muscle and bone) problems.

Practice Mental Health Nurse

Mondays and Fridays (all day)

We are also delighted to welcome Gillian, our new Practice Mental Health Nurse to the team.

Gillian has a wealth of experience and works all day on Mondays and Fridays. Her appointments are either telephone or face to face to suit the patient.

The PMHN works closely with the GPs in our practice. She offers 25-minute appointments where she can carry out an assessment to identify your needs and get you the most appropriate care to help you recover.

The PMHN will see patients who are experiencing issues with mental health, stress, anxiety, depression, low mood, panic attacks or similar.

Diazepam for flying

We are receiving a number of requests for diazepam to help those with a fear of flying.

Unfortunately we are unable to prescribe this due to new guidelines.

Details of the guidelines are available by visiting the practice website on the link below or by clicking [here](#).

The link also provides helpful advice with fear of flying.

<https://tinyurl.com/4ut53x82>



Share your experiences of the COVID-19 pandemic

Help inform the independent inquiry's investigations and recommendations so we are better prepared in future.

- To find out more how you can make your voice heard:
- Visit: <https://lbh.covid19inquiry.scot/>
- Write FREEPOST (questionnaires available at reception).
- Leave a message on 0808 175 5555



Calling Armed Forces Veterans

Help us support you by letting us know your Veteran status

You can let us know at the front desk, or by completing and online form via the QR Code or clicking [here](#).



Appointments

We have created a guide to our appointment system which is available on our website. You can view the guide [here](#) or on the link below:

<https://tinyurl.com/2c72zjd>

We appreciate appointment systems can be a very contentious issue with patients across the country. We hope this guide is helpful for patients.