

## Role of 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 correspondence and test results.*

### Correspondence and Results

We use a system which allows us to pass correspondence to the GP and is held on your medical record. The reception team scan many letters and pass to the appropriate GP for analysis.

Correspondence comes in many formats, for example, letters from Hospital Consultants and Lab results. These are passed to the GP for analysis. The reception team also contact patients for follow up when required by the GP.

### Test Results

Test results come through electronically from the labs. Reception stores the results on the patient record and forward to the GP for analysis. If the GP urgently wishes to speak to a patient about the results, they will contact the patient direct. If the patient needs to speak to the GP as a matter of routine, the reception team will contact the patient to arrange an appointment.

### Appointments

We have pre-bookable appointments available for patients who have been asked to make a routine appointment in relation to a recent test result. These are booked 7 days in advance.

### Test Results Line

Available between 1pm – 3pm Monday to Friday.

## Craigshill Health Centre



August 2023 Newsletter

## Vaccinations

As from 2020, the role of vaccinations was transferred from the GP service to the local West Lothian Health and Social Care Partnership (HSCP).

Clinics will be arranged locally for patients to attend.

If you have a query about routine vaccinations, please call **0131 446 4082**.

For more details about the Winter Flu / COVID vaccination programme, please visit NHS Inform / Winter Vaccines

[www.nhsinform.scot/winter-vaccines](http://www.nhsinform.scot/winter-vaccines)

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# Appointments

We have created a guide to our appointment system which is available on our website. You can view the guide [here](https://tinyurl.com/2c72zjdj) or on the link below:

<https://tinyurl.com/2c72zjdj>

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



COVID-19 is still very much around.

We have had several instances when patients have attended the surgery and have tested positive for COVID-19.

If you have any of the following symptoms, please do a COVID-19 test.

Fever | Cough  
Chesty | Sore throat

## We can help you quit your way

Giving up smoking is not something you have to do on your own.

There's a free NHS stop smoking service available locally, called Quit Your Way, to help you succeed.

Call the West Lothian office to discuss support options;

**01506 651 829**

Stopping smoking is the best thing you can do to improve your health.



## Contraception Choices

We offer contraceptive coil clinics at the practice as an alternative to the Chalmers Sexual Health Clinic. To find out more, please contact the practice on **01506 432 621 Option 4** (after 10am).

Barclay+ offers a service on Saturday mornings from their Livingston Branch in Carmondean Health Centre. This is free of charge and working in partnership with the Chalmers Sexual Health Clinic. To find out more, please visit [www.barclaymedicaplus.com](http://www.barclaymedicaplus.com) or scan the QR code.



## Andy's Man Club is coming to Craigsfarm on 4th Sept 2023

Andy's Man Club is a weekly, free to attend, peer-to-peer support group for men over 18.

