

Craigshill Health Centre



September 2024 Newsletter

Test Results

Please note, that we can only discuss test results arranged by the practice.

We have been asked to discuss results arranged by hospital consultants which we are not licensed to do. These must be discussed with the consultants themselves.

You can check on practice test results by calling us between 1330 – 1530 Monday to Friday.

If your test results require **urgent input**, the GP will contact you directly.

If your test results require a **routine consultation**, the GP will write to you and ask you to make a telephone appointment. We have pre-bookable telephone appointments for this purpose.

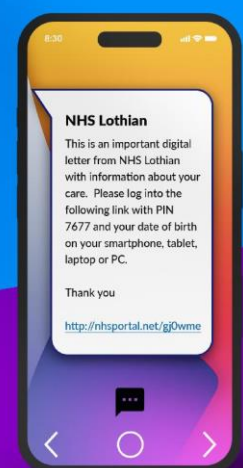


Letters from NHS Lothian sent electronically

NHS Lothian are sending some patient letters electronically. You may receive a text notification from us asking you to log into a secure portal, using a unique PIN and your date of birth so you can see these letters.

Please make sure you do read these letters and take action if needed.

You can access further information on our patient website.



<https://services.nhslothian.scot/electronicletters/>

Everyday questions about
your health
The answer is NHS inform



www.nhsinform.scot
0800 22 44 88



NHS
24
NHS
inform
Health information you can trust

Office Routines

The role of reception in the back office has changed over the years and our team are trained to carry out various tasks such as:

- Repeat prescriptions (authorised by GPs).
- Serial prescriptions.
- Processing correspondence from hospitals and clinics.
- Clinical emails (hospital clinicians will contact GPs to discuss treatment plans).
- Telephone queries.
- Test results.
- Contacting patients on behalf of GP for follow up, i.e. making an appointment to discuss results.

We are working through a large volume of work which is increasing each year. To ensure that we can maintain our service we are taking the following steps:

- **The practice will be open for emergencies only Monday to Friday from 12:30 – 13:30.**
- **The practice will offer access to test results between 13:30 – 15:30.**

Thank you for your patience and understanding as we adapt our routines to meet demands.



**35% OF WOMEN
DO NOT FEEL
SAFE WALKING
ALONE IN THEIR
NEIGHBOURHOOD
AFTER DARK**



**MEN CAN HELP
WOMEN FEEL SAFER**

www.westlothian.gov.uk/womenfeelsafer

#dontbethatguy



Training Practice

Craigshill Health Centre is a training practice. Every August a new registrar joins us and receives 12 months GP training.

We are also involved in the education and training of medical and nursing students. We would be grateful if you would accept them as part of the practice.

The doctor will inform you if a student is in attendance. They will ask if you are agreeable to them staying during the consultation. You have the right to say no. The students are the doctors and nurses of the future and practical experience is invaluable to them.

Please help and encourage them as much as possible.

Calling Scotland's Chronic Obstructive Pulmonary Disease (COPD) Community!

Centre for
Sustainable
Delivery



NHS
SCOTLAND

**Are you living with COPD or caring for
someone with the condition?**

NHS Scotland's national Centre for Sustainable Delivery is developing a national pathway for COPD.

We want to hear about your experiences of accessing COPD services to help us ensure that this new pathway meets your needs.

Register by Friday 4 October for our online workshop on Tuesday 22 October from 12.30pm to 2.30pm to help us shape the pathway.

For more information visit
nhscfsd.co.uk/our-work/modernising-patient-pathways/specialty-delivery-groups/respiratory/

Scan the QR code on your
smart device to find out
more and register your
interest.

