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Comments via Facebook are welcome. Please **don't** contact us using Facebook messenger – **you can send us a message at** <https://www.carronbank.co.uk/about-us/contact/send-a-message/>

**Boots Pharmacy**  
01324 820625

**Lloyds Pharmacy**  
01324 822360

**Pines Pharmacy**  
01324 824044

**Central Advice and  
Support Hubs - Falkirk  
Council**

Unit MSUI  
Callendar Square  
Falkirk  
FK1 1UJ

 **01324 506070**  
[centralhub@falkirk.gov.uk](mailto:centralhub@falkirk.gov.uk)



Dr Monteith gives Mr John Grant his Covid 19 vaccine on 27/01/21

## Coronavirus vaccinations

We are pleased to say that everyone over 65 years of age has now been invited for vaccination and nearly everyone has attended for the first jab.

**Lesley, our practice manager, and all the staff have been very busy organising these clinics and Anne Marie and the team have been speaking to just about everyone over 65 in Denny to help us achieve this goal.**

### If you are under 65:

You will be contacted by **NHS Forth Valley** regarding arrangements for getting the vaccine, and this will be given in another location like Falkirk College.

**Please do not phone the practice regarding vaccination if you are under 65 years old.**

More information at this link;

[When will I be vaccinated?](#)

## Covid 19 information

[When to self-isolate](#)

[Covid-19 testing](#)

[Latest guidance from NHS Scotland](#)

Please **do not** come to the surgery if you or your family have cough, fever or flu-like symptoms.

## Our new practice website and eConsult



For safety reasons, we are still advising patients to avoid coming to the surgery unless it is essential and agreed beforehand. We are using **telephone consultations** with most patients at present.

Since last summer, we have upgraded our practice website so it can be viewed and used more easily on your phone as well as on a tablet or laptop.



Instead of phoning the practice, you can try looking up our website [www.carronbank.co.uk](http://www.carronbank.co.uk) and check the self help information using our new **eConsult** service. Obviously, this is not for life threatening emergencies (dial 999) and for urgent problems, you are still better to phone the practice as usual. (01324 822 382)

## New phone system

As many people have had difficulty getting through to us on the phone, we have just installed a new phone system. This should improve things. And you will know where you are in the queue.

### Ordering prescriptions:

Register to do this online or by email. See our website. Prescriptions are sent to the pharmacy to your choice for collection - or delivery.

## New Team members



Dr Corrine Potts,  
GP Trainee



Helen Turner,  
Advanced  
Physiotherapy  
Practitioner



Rheigan  
McLennan-  
Anderson,  
Receptionist

## Our extended team

We have an ever-expanding health care team based in Carronbank Medical Practice.

We are delighted to welcome Dr Corrine Potts as a new GP trainee. She replaces Dr Maeve Chestnutt, who has now left us and is going to work in a practice in East Lothian.

Welcome to Helen Turner, our new practice physiotherapist and also to Rheigan McLennan- Anderson, our new receptionist.

The next addition to the team will be an Advanced Nurse Practitioner, who will be joining the team at the end of March. She is highly experienced and will be helping us deal with the acute problems of our patients.

You can book an appointment directly with our Advanced Physiotherapy Practitioner (see below) or Mental Health Nurse, either via eConsult, or by phoning reception.

We will ask you for a short description of your problem when you phone us – this is so we can deal with it most effectively and quickly.

## Physiotherapy

The surgery now has an Advanced Physiotherapy Practitioner (APP), working 2/3 per week dealing with different types of musculoskeletal problems. You can access assessment by the physiotherapist by contacting reception or filling in an eConsult form through the website. You do not require to see a GP first. If you are over 16 and have a soft-tissue problem, arthritis, back, neck or other joint pain you may wish to do this. The physiotherapist will assess, diagnose and advise you further on the management of your condition and can arrange x-rays, bloods tests, medication, fit notes or onwards referral to various services as required. Please note that if you require ongoing physiotherapy treatment/rehabilitation the physiotherapist will refer you on as the in-practice service is for initial assessment, diagnosis and management.

## Familiar faces

Theresa Mclean, Dr Iain Craig, Dr Stuart Donaldson and Dr Ken McLean have been helping at all the recent vaccination sessions. They hope to join us again for the second round of vaccinations. We would like to thank them, and everyone involved in this great effort to help protect our community from Coronavirus.



## Access to practice

The main doors to Carronbank House are still closed. If you have to attend the Health Centre/Medical practice, the only entrance is via the out-of-hours door, which is located at the left of the main front doors, across from the Strathcarron Hospice shop at the corner of Carronbank Crescent,

**Please note that there is still no access from the main car park.**