

[www.carronbank.co.uk](http://www.carronbank.co.uk)

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## Surgery Closures

We will be closed on:  
Monday 12<sup>th</sup> September 2022  
Monday 10<sup>th</sup> October 2022  
Monday 26<sup>th</sup> & Tuesday 27<sup>th</sup> December 2022  
Monday 2<sup>nd</sup> & Tuesday 3<sup>rd</sup> January 2023

## Boots Pharmacy

01324 820625

## Lloyds Pharmacy

01324 822360

## Pines Pharmacy

01324 824044

## Central Advice and Support Hubs - Falkirk Council

<https://www.falkirk.gov.uk/places/oss-ash/central-support-hub.aspx>

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



## The new extended practice team

### New reception staff

We are delighted to welcome some new members of the administrative team, Blane Miller, Kimberley Spink and Kayleigh Gray. They are replacing Laura, Nicola and Kay who have moved on.

We have two Mental Health Care nurses, Alicia, Ritchie and Kat Farrell two Advanced Physiotherapy Practitioners, Helen Turner and Patrice Berque, an Advanced Nurse Practitioner, Sarah Martin, and a team of pharmacists, Ashleigh, Louise, Sheryl and Lynne.

### GP trainees

Our current GP trainees Dr Gary Hughes and Dr Prashant Purosthaman will be joined from August by Dr Corinne Potts who is returning to work in the practice again after a spell in hospital training.

Our trainees will sometimes ask if they can video a consultation for training purposes but your permission for this will always be sought ahead of time.

### Farewell to Dr Monteith

We are sorry to say that Dr Catherine Monteith is moving on after being in the practice on and off since 2017 when she first joined us a trainee.

We have greatly appreciated her hard work and enthusiasm during her time here, as a real life Derry Girl, Cate has really helped us all to keep going during the pandemic and we wish her all the best in the future.

## Getting help with your problem

Because we now have a much extended primary care team, with a range of new health care professionals who have joined the team of GPs and practice nurses, this means that when you contact us to get help with a problem, we need to find the best person to help you, and organize the best time for this. **The best person to help may not be a GP!**

### Speaking to the doctor who knows you best is best

We are very keen that when you do speak to a GP, if possible, it is the one who knows you best, so if your problem is non-urgent, it is safest for you to wait for a couple of days to speak to your own doctor. Other

doctors will have to try and work out from your records what has been happening and this is often quite difficult to do, so we strongly advise to try and deal with the same doctor.

### Phone or eConsult?

You can ask for help with a problem by phoning us, or by using the eConsult system which is available between 8:00 a.m. on Mondays and midday on Fridays, and avoids the need to wait in a phone queue. eConsult is best for non-urgent problems, or request for fit notes, and please remember that if you submit one after midday, **it will not be dealt with until the following morning.**

If the problem is urgent, we advise you to phone us and give the receptionist brief details, and our on call team will work out the best way to respond – sometimes we can observe things over a few days (for example a sore throat, or muscular pain) but for things like bad abdominal pains we will organise a same day appointment. If the problem is going to be best dealt with by our mental health nurse, physiotherapist or nurse practitioner, our staff will let you know when an appointment has been arranged, but this may take a few days to become available.

**Our aim is to get your problem dealt with by the right person and at the right time.**

**New staff members**



Kimberley



Kayleigh



Blane

**Appointment reminders**

Please ensure we have your up to date mobile phone number and register for the text reminder service by contacting our reception team.



## Repeat prescriptions

You can order prescriptions via our website at

<https://www.carronbank.co.uk/clinics-and-services/services/repeat-prescription-requests/>

either by email or by registering for Patient Access, which allows you to select and request one of your repeat medications without having to type the name, so this can avoid errors.

You can also phone us to request repeat prescriptions but because the phones can be very busy first thing in the mornings, **we ask that you wait until after 11 a.m.** to do this.

We aim to turn around repeat prescriptions within 2-3 days but sometimes, items do need re-authorised by the practice pharmacist or your GP, **this may take longer, especially if your need for the medication has to be reviewed.**

**We do this to ensure safe use of medicines. Please allow plenty of time – up to five days - for the Pharmacy you nominate to get the prescription ready for collection.**

## Immunisations

**All immunisations are now being provided by Forth Valley Health Board.**

This means you will be sent an appointment for your flu jab or Covid booster, but these will not be done at the practice.

Travel immunisations and advice regarding malaria tablets will be provided by Forth Valley Health Board.

<https://nhsforthvalley.com/health-services/az-of-services/immunisation/>

## Anxious or feel low?

There are some excellent self-help resources for your mental health which you can find at:

<https://nhsforthvalley.com/health-services/az-of-services/mental-health-unit/mental-health-wellbeing/>

These include telephone services, online CBT and self-help guides for dealing with anger, anxiety, panic, depression and stress.

## Pharmacy First

**NHS PHARMACY FIRST SCOTLAND**  
ADVICE | TREATMENT | REFERRAL

- ADVICE ON YOUR SYMPTOMS
- TREATMENT IF RECOMMENDED
- REFERRAL TO OTHER SERVICES

Your pharmacist can advise you about many conditions, including acne, allergies, conjunctivitis, cold sores, impetigo, thrush, constipation, urinary tract infections, and others. Click below for more information:

[Pharmacy services in Scotland | NHS inform](#)

## Asthma reviews

We are now offering asthma reviews using a service called Medlink. When your annual review is due we will send you a QR code to allow you to complete your review online and includes inhaler technique videos. A member of the practice team will review all submitted forms and we will contact you if we need to see you.

### 1 Every day asthma care:

**My asthma is being managed well:**

- With this daily routine I should expect/aim to have no symptoms.
- If I have not had any symptoms or needed my reliever inhaler for at least 12 weeks, I can ask my GP or asthma nurse to review my medicines in case they can reduce the dose.
- My personal best peak flow is:

**My daily asthma routine:**

My preventer inhaler (insert name/colour):

## Minor Injuries

If you have a minor injury, such as a cut, minor burn, sprain or strain or suspected broken bone, please phone NHS24 on 111 to arrange a time to visit the Minor Injury Unit, which is based in Stirling Health & Care Village.

