

NORTH AVENUE SURGERY NEWSLETTER



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NORTH AVENUE SURGERY

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We have a new self-check
in machine – ask at
reception if you need any
assistance



AUTUMN 2024

AS WE HEAD TOWARDS WINTER, WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO UPDATE YOU ON CHANGES WITHIN THE SURGERY

We would like to welcome back Drs Donoghue and Chadwick after their maternity leave. Both welcomed beautiful bouncing baby girls into their families! We were temporarily down from 5 to 3 partners during this time so thank you for your patience. We were allowed by the Health Board to close our list during this time to allow us to concentrate our resources on our existing patients, however they only granted us 12 months so we are now open to new patients again.

STAFF CHANGES

Since our last newsletter we are delighted to announce we have a new practice manager, Mrs. Louisa Munro. Having been in post just over one year now, she has brought exciting new ideas to the team. We are sure she will continue to guide the surgery, helping us to provide our patients with excellent care and service.

We warmly welcome our newest doctor, Dr Rebekah Jardine to the team. She has been with us as a locum and so you may have met her already. She will be joining us as a permanent member of the team. We are sure you will give her a warm welcome!

Following the success of our previous experience training advanced nurse practitioners, our new trainee ANP Shaun has joined us. Shaun is employed by NHS Lanarkshire and will be with us until the end of December. Shaun is already vastly experienced with a background in

District Nursing.

We have access to additional services based within our practice – our Primary Care Mental Health Workers, our Occupational Therapists and our Community Link Worker. These staff are also employed by NHS Lanarkshire and each of their roles are described below.

Our diverse team represents the modern approach to General Practice and the direction of travel from the Scottish Government. Each member of the team has a unique skill set and can help you with particular health or social problems.

THE PRIMARY CARE TEAM



Currently North Avenue Surgery has 5 partners – **Dr Howie, Dr Chadwick, Dr Donoghue, Dr Singh and Dr Loh.** We have 2 salaried GPs – **Dr MacNamara and Dr Jardine.** At times we will have locum doctors working with us. We also have 3 advanced nurse practitioners **Mrs Amy McGuire, Mrs Lisa Gallacher and Mrs Gillian Moor.** Our website www.northavenuesurgery.co.uk has information on our doctors with short biographies giving some insight into our areas of interest.

GPs are part of the primary care team. We work alongside several other team members – some based within the practice and others out with such as community pharmacy, dentists, opticians, physiotherapists, district nurses and treatment room staff. As GPs we are trained to deal with a wide range of medical conditions and to look after those from the very young to the elderly. We refer to hospital specialists if we feel this is required.

RIGHT CARE, RIGHT PLACE

Patients can develop a wide range of symptoms and health needs affecting them physically and mentally. We ask that you consider whether the GP is the correct person to help you manage your symptoms. NHS Inform has self help guides which can help direct you to the appropriate service. Our Patient Care Advisors are also trained to help direct you to the best service to meet your needs. This allows our GP appointments to be accessed by those who most need our help.

What is an Advanced Nurse Practitioner?

Advanced nurse Practitioners are Registered nurses who have done extra training and academic qualifications to be able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients who present with undiagnosed/undifferentiated problems. **If you would like to learn more about an ANPs crucial role in primary care please click on the video link below**

[A Day in the Life of an Advanced Nurse Practitioner in Primary care](#)

Currently we have 3 advanced nurse practitioners – Amy McGuire has been with us for several years and more recently Gillian Moor and Lisa Gallacher have joined the team. Our ANPs provide valuable appointments where they can assess many conditions in both children and adults. Each of them hold prescribing qualifications.

Which other members of the team may I see?

Within the practice we are a diverse team. As mentioned before, we have a range of people who are there to try and meet your health needs. Sister Louise Bissett is our **Practice Nurse** – she has appointments for smear tests and reviews of chronic conditions such as asthma, COPD and diabetes. Her appointments can be booked by contacting reception. Our **Practice Pharmacists** may call you to discuss your medications after a hospital stay and have telephone appointments available should you need a medication review or have a medication query.

Speak to our Patient Care Advisors if this is someone you think could help you. Our **Primary Care Mental Health Workers** can assess and assist those with mild to moderate mental health difficulties such as anxiety or low mood. GPs and ANPs can refer you to the PCMHW within the practice. Our **Primary Care Occupational Therapists** can provide practical support to patients having difficulty with tasks at home or work due to mental and/or physical health problems. Referral is via our GP/ANPs or you can self refer – once again our Patient Care Advisors can assist with this. If you are experiencing any difficulties in your social circumstances – financial, housing, employment, social isolation, carers stress – then our **Community Link Worker** may be able to connect you with community resources and services to provide support and help. Our GPs and ANPs can refer you to this service.

How can my Community Pharmacist help me?



Pharmacy First is the new name for the Minor Ailments Service. This is available on-demand in every one of our community pharmacies in Scotland and is generally a face to face consultation with the pharmacist on duty. This would be your first port of call for many minor conditions such as a sore throat, cough, constipation, diarrhoea, new skin rashes to name a few. [Click here](#) for further information on the type of conditions that your local pharmacy can help with. All our local pharmacies are also able to treat a list of specific conditions without an appointment including UTI's in women, hayfever, skin infections and shingles in over 18's and impetigo.

A further service, which in many of the pharmacies must be booked in advance, is called **Pharmacy First Plus** – and involves a consultation with a prescribing pharmacist, who has access to many more of the treatments that you would normally get from a GP. They have an NHS prescription pad and can write you a prescription for a wide range of ailments – everything from antibiotics for chest infections and ear, nose and throat infections to treatments for skin complaints and symptoms like abdominal pain or headache. They can prescribe medicines to treat minor illnesses which are not allowed on the Pharmacy First service. Often you can be seen more quickly and easily. Even if you have already had treatment via Pharmacy First, if your symptoms remain this service can then be useful.

Current pharmacies taking part in this scheme are **Kyle Square, Burns Pharmacy, Burnside Pharmacy and Dicksons Pharmacy**. **Availability, conditions treated and age of patients seen (all see from age 5, some younger) vary by pharmacy**. Our Patient Care Advisors may direct you to this service – contact details for each pharmacy can be found on our website [North Avenue Surgery](#). Appointments can be arranged by calling the pharmacy and Dicksons Pharmacy can be booked by clicking here [Dicksons Pharmacy First Plus](#).

OUR APPOINTMENT SYSTEM

Our appointment system is a mix of telephone and face to face appointments with our GPs, ANPs and practice nurse. Our GP appointments consist of a telephone appointment in the first instance. If on speaking with you, a face-to-face appointment is required, then they will book that for you with the most appropriate clinician. This allows us to provide a slightly longer face to face appointment for those patients who need examination. **It is essential to place as much importance on your telephone appointment as you would a face-to-face appointment.** This type of consultation is very effective for many conditions and in most cases the GP gains a vast amount of information

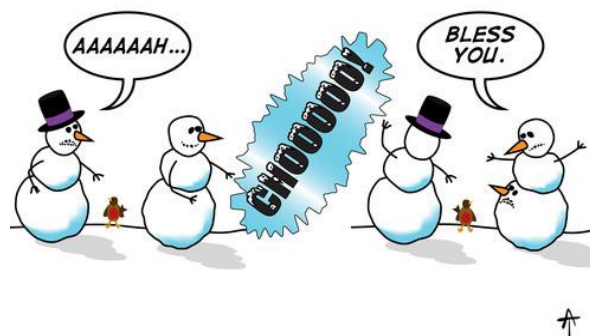


from speaking to you about your symptoms. Please ensure you are ready to take your call, ideally in a quiet private place. Remember the call may be from a withheld number. Face to face ANP appointments for certain conditions can be prebooked – our Patient Care Advisors will offer this if appropriate. When calling for an appointment try to give our Patient Care Advisors as much information as possible – they undergo continuous training to ensure you are directed to the Right Care at the Right Place. Every day we see missed appointments with all our team - **Missing your appointment means that someone else has missed the opportunity for an appointment.**

We are constantly reviewing our appointment system trying to match demand with the resources we have available. We would love to return to our previous system of patients simply booking in for face to face appointments, but we found a lot of these appointments could have been dealt with by a telephone call or a different team member who was not a GP. If our system changes again we will let you know.

WINTER WOES CLINICAL ADVICE

We have chosen some common conditions to highlight ways in which you may self-care or where to access the appropriate service to help you manage your symptoms. Hopefully this is helpful and informative!



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NHS Lanarkshire's Winter Health Hub has a range of

Winter related topics and is full of useful advice regarding keeping healthy this winter -[Click here!](#)

COMMON COLD

This is a very common mild viral infection with symptoms such as runny nose, sneezing, sore throat and cough. The common cold improves on its own usually within 2 weeks. It is useful to keep some self care remedies at home such as paracetamol for pain or fever. Rest and drinking plenty of fluids helps you recover. The local Pharmacy can provide other medications to help relieve symptoms if necessary. Click this link for further information [Common Cold](#)

FLU

Influenza (Flu) is a common viral illness. It can cause a sudden onset fever, tiredness, general aches and pains, headache, dry cough and sore throat. More information can be found [here](#). Most people will feel better within a week but the cough and tiredness can last longer. Much like the cold taking rest, plenty of fluids and paracetamol if you have a fever, are the main ways to help. Contact your local pharmacy if you feel you need further advice on medications to help symptoms.

COVID-19

As most people will have experienced in the last few years, Covid-19 infection displays similar symptoms to the cold or flu. For most people treatment is similar to these conditions – self care with rest, fluids and paracetamol should you be in pain or have a fever. Testing is no longer recommended unless you have certain conditions which may make you eligible for treatment with antivirals – this is not available via the GP surgery and more information can be found [here](#).

COUGH

Cough is a common symptom and has a wide range of causes. Most will improve within 3 weeks. If thought to be due to a viral infection, then self-care with rest and hydration is appropriate. A homemade remedy of hot water, lemon and honey is likely to be just as useful as cough medicine (honey can't be given to those under 1 year). Pharmacy First can also provide advice and treatments if felt necessary. If you think you need further review, then Pharmacy First Plus can be the ideal service. If you have had a cough ongoing longer than 3 weeks, you are coughing up blood or you are known to have an underlying lung condition then contact the Surgery.



SORE THROAT

Sore throats are very common, usually caused by viral infections and will last around 1 week. Rest, drinking fluids and painkillers such as paracetamol can help. Adults can try lozenges or gargling with salty water. Local pharmacists can suggest other medications which some people find helpful. Pharmacy First Plus provides further assessment if your symptoms are not settling or you are concerned that you may need antibiotics. Contact the Surgery should your symptoms be persistent or frequent, you are severely unwell or are immunocompromised.



WINTER VACCINES

NHS Lanarkshire are currently undertaking their Winter Vaccination programme for Flu and Covid-19. Those eligible will be contacted with an appointment or an invitation to book over the phone or online. Eligibility criteria have changed this year – the Winter Hub has further information. If you are concerned you should be receiving a vaccine but have not received any correspondence the National Vaccination Helpline can be contacted on 0800 030 8013. School aged children will be vaccinated via school. Those aged 2-5 will receive a letter advising how to book an appointment or you can call the local vaccination team on 01698 687 456.

CHILDREN

Winter brings many of the same conditions to our children too and as they love to spread their germs around it can often feel like our children have coughs or colds for most of the Winter period. It can be hard to know when we need to seek further help and advice. As well as information on the Winter Health Hub above, the www.what0-18.nhs.uk website is an excellent resource. Click [here](#) to directly access the information about unwell children. Pharmacies can provide medications on Pharmacy First and Pharmacy First Plus can see children (pharmacy dependent). If you are concerned your child is acutely unwell then contact the Surgery.



Should I keep my child off school or childcare?



Yes

Illness	Until...
Chickenpox	at least 5 days from the onset of the rash and until all blisters have crusted over
Diarrhoea and vomiting	48 hours after their last episode
Cold and flu-like illness (including COVID-19)	they no longer have a high temperature and feel well enough to attend. Follow the advice on NHS inform if they've tested positive for COVID-19
Impetigo	their sores have crusted and healed, or 48 hours after they started antibiotics
Measles	4 days after the rash first appeared
Mumps	5 days after the swelling started
Scabies	they've had their first treatment
Scarlet fever	24 hours after they started taking antibiotics
Whooping cough	48 hours after they started taking antibiotics



No

but make sure you let their school or childcare know about...

Hand, foot and mouth	Head lice	Threadworms
Glandular fever	Tonsillitis	Slapped cheek

Parents and carers can find further health advice on nhsinform.scot

We hope you have found this newsletter useful and wish you all a healthy winter period

If you wish to discuss anything in the newsletter please do not hesitate to get in touch