

As part of the new **Choose The Right Service**, our Practice Team is growing!!

## Help us to get it right first time.

The GPs have advised our Reception staff to ask why you are calling for an appointment with the GP. This is so that you are seen by the most appropriate person, at the right time. GP appointments have been used for symptoms that the local Pharmacy, Dentist, Physiotherapy, Optician or the Practice Nurse can see.

**Please take time to click on the following link for services that are available**

<http://yourvoice.org.uk/newways.html>

We now have **Advanced Nurse Practitioners (ANP)**, Sr Moira Bradly and Sr Claire Thompson who can help with our home visits.

When you request a home visit, the GP will screen the request before deciding if the ANP will go out and visit. The ANP may telephone you before she leaves to visit. When she returns to the surgery she will update the doctor on the consultation you have just had and what her recommendations were. Your care and management will always be discussed with the GP.

**Morag, our Practice Nurse, is currently training to be an Advanced Nurse Practitioner**, and can see you for most problems, such as allergic reactions, asthma/copd exacerbations, chest infections, diarrhoea and vomiting, earache, fever, sinusitis, nose bleeds, contraceptive pill, scalds and burns, vaginal discharge, viral illness

We have an **Advanced Practice Physiotherapist** working with us on Thursday afternoons at our Kilmacolm site to see patients complaining of joint, muscle or bone pain. They will carry out an assessment of your condition and liaise with the GP regarding further care and management. She can also arrange for you to have x-rays or bloods if she feels it is appropriate.

We have **2 Practice Pharmacists**, Marianne and Sandra, and **1 Pharmacy Technician**, Carol, working our two sites and dealing with requests for acute prescriptions, hospital discharge letters, audits, medication reviews and medication switches. The Pharmacy team may invite you in for an inhaler review, how to work diabetes devices, or for a review of your medication.

Our **District Nursing team, Fiona, Alison, Lorraine and Lyndsay**, provide a **Treatment Room service** on a Wednesday morning and Thursday afternoon. They can see you for B12 injections, stitch removals, ear assessments and dressings. If their appointments are unsuitable to you, you can contact Port Glasgow Treatment Room on 01475 497120 and arrange to be seen there. You do need appointments for these services so be sure to telephone beforehand.

Remember. **Your local Pharmacy** can see you for the following conditions: abrasions, cold sores, constipation, dry skin, emergency contraception, hay fever, head lice, impetigo (if aged over 2 years), insect bites, mouth ulcers, nappy rash, pain relief, piles, shingles (if aged over 18 years), sore throat, sunburn, thrush, urine infections (women aged between 16 and 65) and verrucas.

**Please click on the following link for other services providers who could help you.** Community Connectors, Social Care and Independent Living may be of interest and could prove to be very useful and valuable. The Carers Centre could also be a very valuable service to you. Why not click on the link and see if you are indeed a Carer

<http://yourvoice.org.uk/newways.html>

<https://www.inverclydecarerscentre.org.uk/>

<http://www.renfrewshirecarers.org.uk/>