

PRACTICE NEWSLETTER

The quality practice

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For practice and other medical service information, see www.keppoch.org
and you can

follow us on Facebook  - <https://www.facebook.com/keppochmedicalpractice/>

or follow us on  [@keppochmedical](https://twitter.com/keppochmedical)

Keppoch Medical Practice is working towards attaining the **Green Impact for Health Award** to reduce our impact on the environment. Help us by joining our e-mail list to receive this newsletter digitally. See details on our website.

WUHAN CORONAVIRUS is a new respiratory illness that has not been seen before in humans. The risk of getting the illness in the UK is currently moderate. This does not mean that the risk to individuals has increased. It is a reflection of the need for the government and health services to plan and prepare in case of a more widespread outbreak.

Have you travelled to the UK from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau in the last 14 days?

Are you experiencing cough or fever or shortness of breath?

Stay indoors

Call your GP – if the practice is closed, phone NHS24 on 111
Inform them of your symptoms and your recent travel

**** DO NOT LEAVE HOME UNTIL YOU HAVE BEEN GIVEN ADVICE BY A CLINICIAN ****

This is the peak season for respiratory and flu-like illnesses. There will be many people with symptoms of cough, fever and shortness of breath, but these are unlikely to be coronavirus.

To protect yourself and others, it is best to:

- Always carry tissues with you and use them to catch your cough or sneeze
- Bin the tissue immediately afterwards
- Clean up - to kill germs, wash your hands with soap and water, or use a sanitiser gel.

Be assured that Scotland is always well prepared for these types of outbreak and will remain vigilant. Public health and infectious disease experts are working around the clock.

For further information and updates, check the NHS website - www.nhsinform.scot/coronavirus

PRACTICE NEWS



Dr Lisa Robins leaves the practice on Thursday, 20th February for one year's maternity leave. She will return to work in March 2021. We are all looking forward to meeting her new baby.

Dr Helen Richardson and Dr George Gibson will cover Dr Robins' sessions until April when Dr Sian Ashby will take over.

In April, Dr Claire Crothers will be leaving the practice after her one year attachment to us. We have enjoyed working with Dr Crothers and wish her all the very best for the future.

TELEPHONE LINES

8 – 11am = BUSY, BUSY BUSY!!

We have been receiving an increasing number of complaints about our telephone system. There are only two incoming lines. If you call and the phone is ringing out, it means that the receptionists are answering other calls. They cannot hear the phone ringing when both lines are busy so they don't know you are waiting.



Please follow the guidance below on the best times to phone us:-

8 – 9am As most of our appointments are bookable on the same day, telephone lines are very busy. Please avoid this time if you are phoning for anything else.

9 – 11am If you are phoning to ask a GP for telephone advice or a house call, please call after 9am.

11am – 6pm If your call is not urgent, or if you are phoning for any other reason, please wait until after 11am. The telephones are generally much quieter in the afternoons.

COMMUNITY LINKS PRACTITIONER

Nikki Smith is our full time Community Links Practitioner based in the practice. Nikki works with our patients to support them to live well, helping them to link in with helpful organisations and to participate in local activities that will benefit them personally. If you would like to speak to Nikki, please ask your GP to refer you.

BREATHE NEW LIFE INTO YOUR OLD INHALERS – RECYCLE TODAY

Simply hand in your empty, out of date or unused inhaler to any participating pharmacy. Your inhalers will be collected and taken away for recycling. The parts that can't be recycled will be used to create energy in an environmentally friendly way.

Local pharmacies that are part of this scheme are:

- Bannerman's Pharmacy, Saracen Street
- Houlihan's Pharmacy, Saracen Street
- L Rowland & Co., Balmore Road
- M&D Green, 9 Westray Circus
- Boots the Chemist, Sauchiehall Street or Buchanan Galleries



Part of the practice's work towards the **Green Impact for Health Award** (see page 1)

ARE YOU HAPPY WITH OUR SERVICE?

If you have any suggestions or comments on the service we deliver, please send them to Fiona McKinlay, Practice Manager, or go to the Contact Details page in www.keppoch.org and use the online link.