

Issue 2: Summer Newsletter

## Cervical Screening

### A Smear Test Could Save your Life!

Going for screening every time you're invited is the best thing you can do to prevent cervical cancer:

- Cervical screening is a quick test to check the cervix (neck of the womb) for the Human Papilloma Virus (HPV), the main cause of cervical cancer.
- In Scotland, cervical screening is routinely offered to anyone with a cervix between the ages of 25 and 64 every 5 years.
- Cervical screening aims to identify whether you are at higher risk of developing cervical cell changes or cervical cancer. This means you can get any care or treatment you need early.

Further info can be found on the following websites:

[Jo's Cervical Cancer Trust | Cervical Cancer Charity \(jostrust.org.uk\)](#)

[Scottish health information you can trust | NHS inform](#)

[Cancer Research UK](#)

**Please contact the Practice to book in with our Practice Nurse, Karen McTweed, who is available Monday to Thursday across both of our sites. If you are unsure if you are due please do not hesitate to contact the practice to check!**

## Bloods and BP monitoring

If the doctor or nurse ask you to have blood test carried out, these should be arranged via the phlebotomy service by contacting **0141 355 1525**. Please note, if you feel you require bloods to be taken you must arrange a routine appointment to discuss with a clinician beforehand! If you require an appointment for your blood pressure to be checked this can be arranged with **our Healthcare Assistants, Wendy Morcos or Anne Greenwood by contacting the practice directly.**



## CAR PARKING AT ADMIRAL STREET

The car park at Arran Surgery in Admiral Street is monitored and has a one hour time restriction. It is rare that a patient will be at the Practice beyond one hour, however, there may be times that you are in seeing our counsellor or links worker, extended consultation with the nurse. Our admin staff are not always aware of the time each patient has been in the surgery so it is the patient's responsibility to ensure that you let staff know if you are likely to be at the Practice for more than one hour. They will add your registration to the pad connected to the Company who monitor the car park to avoid you receiving a parking fine. The car park is operated by a third party company and any fines received do not come from the Practice but from them. The car park is fully signposted advising of the one hour timescale.

## ZERO TOLERANCE

Dr Ferguson & Partners operates a zero – tolerance policy towards aggressive or abusive behaviour. This includes any personal, abusive or threatening comments, bad language, physical contact and aggressive gestures. In keeping with the rest of the National Health Service, this means that no abuse of clinical or administrative staff is acceptable, whether verbal or physical, and any patient behaving in this manner will be removed from the practice list with immediate effect. In serious cases the police will be called.

## APPOINTMENT SYSTEM

Our appointment system consists of a mix of telephone and face to face appointments with our GPs, Practice Nurse and Healthcare Assistants. 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 some conditions and in most cases the GP gains most of their information from speaking to you about your symptoms. Please ensure you are ready to take your call, ideally in a quiet private place. Please be aware that the diary for appointments is put on two weeks in advance. Below are the figures of **missed** appointments over the last 3 months. The total of missed appointments (not cancelled) was **304**. It is important that you cancel an appointment that you no longer require so this can be given to another patient. Unfortunately, we are still having to send Did Not Attend letters due to these high numbers and patients will be removed from the Practice list for repeated missed appointments. As we previously advised, text reminders are sent to anyone with a mobile number and you are able to cancel your appointment via your mobile phone.

Telephone



Routine Face to Face



Emergency on the day



## SUMMER CLINICAL ADVICE

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

### Be safe in the sun. Even in SCOTLAND!!

If you are unfortunate enough to burn remember Pharmacy first. Sunburn is damage to the skin where it becomes red, hot and can be painful or itchy. It usually heals within 7 days. Most cases of sunburn can be treated at home with self-care. NHS inform recommends seeking shade and keeping sunburned skin out of further sun until healed. Skin can be cooled by cold compresses or cool baths/showers. Drinking plenty of water cools you down and ensures you do not become dehydrated. Simple painkillers such as ibuprofen and paracetamol can help ease any pain. Local pharmacies can suggest other treatments if this self-care does not ease symptoms. Occasionally sunburn can be severe with blistering – this would require attendance at a Minor Injury Unit to dress the burn and on-going dressings at our local Treatment Room.

**S**pend time in the shade between 11am and 3pm

**M**ake sure you never burn

**A**im to cover up with a T-shirt, hat and sunglasses

**R**emember to take extra care with children

**T**hen use Factor 15+ sunscreen.

### Hay Fever

We are getting daily calls about the management of Hay fever. The pharmacist can give advice on oral antihistamines and you can now also buy fexofenadine which was previously prescription only. Often the combination of eye drops, nose sprays and oral antihistamines works best when the pollen count is high. Other simple measures can sometimes help including

1. wearing wraparound sunglasses to stop pollen getting in your eyes
2. taking a shower and changing your clothes after being outdoors to remove pollen on your body
3. staying indoors when the pollen count is high
4. Applying a small amount of Vaseline to the nasal openings to trap pollen grains.



## **Practice Closure Dates**

A reminder of the public holidays which the practice will be closed, for the remainder of 2024:

**Monday 15<sup>th</sup> July 2024**

**Monday 30<sup>th</sup> September 2024**

**Wednesday 25<sup>th</sup> December 2024**

**Thursday 26<sup>th</sup> December 2024**

**Please continue to ensure you are ordering your prescriptions in good time! The practice require 48 hours for prescriptions at any time so please keep this in mind!**

**Please continue to keep up to date with the changes and services available via our webpage [www.drfergusonandpartners.co.uk](http://www.drfergusonandpartners.co.uk)**

**We hope you have found this newsletter useful and wish you all a relaxing healthy summer!**