**Questions and answers for GP meeting -Thursday 3 August 2023**

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| GPs | **Partners** | Sarah Toleman; Hamish McKinnon; Josephine Kane; Rebecca Howie; Mark Kirk |
|  | **Salaried** | David Gordon; Mark Johnston; Dana Foster Kucera; Vanessa McEwan; Ciera McGowan |
|  | **Trainees**  | Sasha Reeves; Kate Robinson; Eilidh Farquhar |
|  | **Advanced Nurse Practitioner** | Debbie Russell; Ali Anderson; Susan Jamieson |
|  | **Practice nurse** | Jackie Edgar; Anne Marie McSeveney |
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| 1 | How many of the GPs are working full time? |
|  | The Partners work between 5 to 6 sessions per week. The salaried GPs work full time up to 9 Sessions per week. |
| 2 | How many are working part time – how many days? |
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| 3 | How many people are registered with Practice |
|  | Approximately 13500 are registered |
| 4 | What percentage of those use the Patient Access App? |
|  | Approximately 50% use the App |
| 5 | Are you taking on new patients? |
|  | Yes – still registering new patients |
| 6 | Are you consulted by the Planning Department on new housing applications? |
|  | No – never been consulted by any planning application. |
| 7 | Working relationship with Boots? |
|  | Good relationships. |
| 8 | Pharmacy First – do you know how many are using this service? |
|  | GPs don’t get these numbers as they are using Boots services. |
| 9 | Do you get any referrals from Pharmacy First where the initial prescription didn’t work? |
|  | Yes, but the patient sometimes doesn’t wait between the time being seen by Pharmacy first and contacting the GPs |
| 10 | What additional services are offered in the practice e.g. physiotherapy |
|  | * There are several sessions at Larkhall:
* Mental Health Nurse – 1 x session per week
* Occupational Therapist – 2 x sessions per week
* Community Worker – 1 x session per week.
* Can refer to the Physiotherapy in the NHS.
* Douglas Street, Hamilton has a drop in physio service
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| 11 | Cancer treatment – have you considered dedicated or named person for cancer patients? |
|  | Nothing as yet.  |
| 12 | Referrals for bloods – Stonehouse hospital does this on a Monday |
|  | There is a common phone number for NHS to arrange bloods. It is up to the person who is phoning to request Stonehouse |
| 13 | Can practice nurse change dressings for local senior citizens who can’t travel to treatment rooms in Larkhall?Ear wax removal – is it GP referral to Larkhall treatment room? |
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| 14 | Appointment system – how can this be improved?Have the app – at 6am – sometimes no appointment times on this. – how many are given to the app each day? – each GP puts 2 x appointments per day on the App8am – telephone and wait.2pm – telephone and waitWhat about advanced appointments – not on the day – some advance appointments are given out after the ‘on the day’ appointments are used upWhat about either evening clinic or Saturday mornings. On a monthly basis there is a Wednesday evening and a Saturday morning at Larkhall. It depends on GP availability.How many ‘no shows’ are there in a week? GP – 31; Nurse – 78; Advanced Nurse – 16 across the practice. |
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|  | New brain injury clinic @ Stonehouse – Not for public knowledge until September announcement |
|  | Canderavon – use as a GP surgery Community Council will be pursuing information from SLC on Canderavon. |
|  | The GP – Dr Howie – has been running a group consultation session dealing with Menopause. The Practice manager has selected female patients aged 45 – 55 and contacted them to see if they are interested. Information is given by the patient and the event is run by Event Bright. To date these have proved to be well attended sessions. |
|  | The patient services App used on your mobile phone or IPad is changing due to a a new system being installed.The Practice requires each patient to update with their individual email addresses to enable the new app to be sent out and installed in the next few months. |
|  | Post office closure – with the Post office in the village having closed there is no pick up for the franked mail from the GP service.Community Council will contact Lisa Cameron MP and Christina McKelvie MSP to take up this with Post office services. (Email was sent and Lisa Cameron MP is on the case) |
|  | **Acute Low Back Pain (LBP) Drop in Clinics**NORTH: Wester Moffat Physio Dept, Fridays, 9.30-11am (ExceptPublic Holidays) SOUTH: Douglas Street Community Clinic Physio Dept, Thursdays2-3.30pm (Starting from the 10/08/2023) Inclusion: New episode of LBP/ recent flare up of LBP within last 12weeks, Over 16 years old, GP practice sign posts patient Exclusion: Multi joint pain, Red flags, Chronic pain, Already seeingPhysio, Cognitive impairment, unable to attend outpatients, requires an interpreter.  Patients can self-refer via the physio website which has information on a wide range of MSK conditions:   <https://www.nhslanarkshire.scot.nhs.uk/services/physiotherapy-msk/> |