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 **Dr M G Cumming Dr R Muvva Dr L Beere Dr A Eadie**

**For further information regarding Practice services please visit our website**

**www.lesliemedicalpractice.co.uk**

#  **Newsletter April – June 2025**

# **Leslie Medical Practice**

 **Anderson Drive, Leslie, KY6 3LQ**

 **01592 620222**

**\*\* TRIAGE AND APPOINTMENTS \*\***

If you require to be seen by a Clinician, our Triage Nurse is available Monday to Friday from 0800-1100 to discuss your request and subsequent appointing.

We also have a number of pre-bookable appointments that can be booked 3-4 weeks in advance, available for those patients who feel that they can wait to be seen, these can be booked by calling Reception Team.

**ZERO TOLERANCE / PRIVACY**

It is regrettable that we have to report that we are experiencing a marked increase in abusive/inappropriate behaviour towards our Reception Team.

We have a ‘zero tolerance policy’ with regard to abusive behaviour and have the right to remove patients from our list with immediate effect in order to safeguard our staff and patients.

We take this very seriously and expect that our patients treat staff with the same respect that we show them.

The Reception desk is very busy and often staff are on the phone or typing up notes/tasks for the Clinical Team.

**PLEASE WAIT TO BE CALLED FORWARD**

 **REPEAT PRESCRIPTIONS**

You can request a repeat prescription 7-10 days before you run out of medication by :

Filling in a request slip in the foyer and pop into the black post box

Online via Patient Access (requires registration)

Email to fife.lesliemp@nhs.scot

We will take 48 hours to process a request and the prescription will then be sent to your preferred pharmacy. Each pharmacy also has their dispensing time to add in.

We do not take prescription requests by telephone.

Please get in touch with Reception to book an appointment if you notice any changes in your symptoms or would like to review or change your medication.

**PATIENT CONTACT DETAILS**

Keeping your contact details up to date is imperative to enable the Practice to keep in touch with you and any onward referrals to outside hospital departments and clinics are made with the information we hold at that time.

**Current Name / Current Address / Telephone Number / Next of Kin details**

Thank – you

**ALLOCATION OF PREFERRED PHARMACY**

We would like to remind patients that all of the local Pharmacies provide a daily courier service for the Practice, to deliver prescription requests and collect authorised prescriptions.

If you have not done so already, please advise Reception staff of your preferred Pharmacy and we will have your completed request sent directly to the Pharmacy for ease of collection by yourselves.

If a Pharmacy has not been allocated, your prescription will held at the Practice for collection.

**PRACTICE REQUESTED TEST RESULTS**

**(urine sample, blood tests, x-ray, ultrasound etc)**

In regard to any tests requested by the Practice Clinicians, our Reception team are instructed by the GPs to pass on their comments as added to the result. Any further actions required will be dealt with by the GP. If patients require any further clarification, an appointment will need to be made via Triage.

Enquiries regarding results can be made

daily after 14:00.



**FACEBOOK PAGE**

We have a Facebook page which we will be updating on a regular basis with Practice news and helpful resources.

**PLEASE LIKE AND SHARE**

 **FAILURE TO ATTEND APPOINTMENTS**

**DID NOT ATTEND (DNA)**

We are experiencing a substantial increase in patients not attending appointments.

These are recorded on patients records as

‘Did Not Attend’ and you will receive a letter advising of the missed appointment.

If you are unable to attend an appointment, please let us know so that we may offer this to another patient.

The Practice will be closed on the following dates:-

**PUBLIC HOLIDAYS 25/26**

 Friday 18th April 2025

Monday 21st April 2025

Monday 5th May 2025

Monday 6th October 2025

Thursday 25th December 2025

Friday 26th December 2025

Thursday 1st January 2026

Friday 2nd January 2026

**For urgent medical advice on these dates contact**

**NHS 24 on 111.**

**PROTECTED LEARNING TIME**

NHS Fife have designated dates for 2024 for GP Practices to allow protected learning time to undertake staff training, supervision and quality improvement work.

Wednesday 18th June 2025

Thursday 18th September 2025

Tuesday 11th November 2025

The Practice will close at 13:00 on each of these days. If you medical attention between 13:00 – 18:00 call the Urgent Care Service on 01592 729250.

After 18:00 for any medical needs call NHS 24 on 111.

**SAMPLES**

. **When to hand in a sample to the Practice**

We will only accept a sample if this has been requested during triage or following a clinical consultation.

All samples must be handed into Reception before

12 o’clock along with the completed sample slip with all the relevant details. **We will not** accept samples after this time **or** if the required information is not completed fully. If someone is handing in a sample on your behalf, please ensure they have your name, date of birth and symptom details (if for possible urinary infection). The only samples taken after this time will be those that are requested following a GP consultation.

**Possible Urinary Infection** - patients are reminded to contact Triage in the first instance for the appropriate advice / course of action.

**Pharmacy First** – You can also contact your Community Pharmacy if you are female, aged between 16-65 and are not pregnant for advice regarding urinary infections. You may be signposted back to the Practice depending on symptoms.