

Treatment of Common Problems

Most common problems are easily treated and get better by themselves. NHS Inform website (www.nhsinform.scot) can offer a huge range of advice and treatments for common problems. If, however, you feel symptoms are not resolving, or if you are worried, please contact the surgery for advice.

SORE THROAT: Most sore throats are caused by viruses and antibiotics cannot help. Simple treatment with Paracetamol and gargles with salt and water will help.

COUGH: Again, most coughs are due to viruses. The best treatment is often steam inhalation to soothe the throat. For small children, a steamy room, such as the kitchen or bathroom, is appropriate. Do not bother taking any antibiotics you may have in the house as these will have no effect. A simple cough linctus from your local pharmacy may help.

EARACHE: Often earache will resolve with Paracetamol. If it is severe, persistent, or is associated with a temperature, consult a doctor.

DIARRHOEA AND VOMITING: This almost always has a viral cause. Antibiotics are very rarely helpful and can make things worse. Treatment is with clear fluids (squash, 'flat' coke or dioralyte from a chemist). Bland food may be introduced when things have quietened down for 12 hours. Cramp-like pains can be treated with Paracetamol.

RASHES: If your child has a rash but is otherwise well, then it is likely to be due to a viral infection and will settle in a couple of days. If your child is unwell with a rash, you should seek medical advice.

BURNS: Remove any clothing over the area immediately. Treat with cold water straight away. Apply cling film, if extensive. Seek medical advice if you are worried or the area is large or blistered, especially on the hands and face.

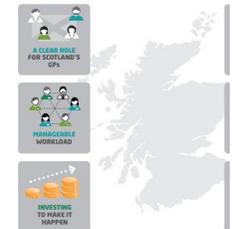
SPRAINS: These can be treated with 'R.I.C.E.' – Rest, Ice, Compression (with bandage or tubigrip) and Elevation. Sprains can take around six weeks to heal.

BACK PAIN: This is very common and usually follows awkward lifting or bending. Lying on a firm surface with a pillow under the knees can help, as can Paracetamol or Ibuprofen. Consult a doctor if the pain persists, if the pain goes down the leg or there is a sudden difficulty in passing water or opening the bowels.

Care Navigation & Exciting new computer system starting 1st March 2020



THE 2018
GENERAL MEDICAL ST
CONTRACT IN SCOTLA



Patient Access (online Booking) and telephone booking of GP appointments will stop from March 2020. Prescriptions can still be ordered via Patient Access

NEW way to manage your health condition

To seek advice complete the online form. There is no need to telephone or come to the practice

Read on for more information on this exciting change to the practice appointment system

As a practice we realise that getting advice and appointments is becoming a problem, we have listened to patients who have told us;

"Its difficult to get through on the telephone"

"You can never get an appointment"

"I phone multiple times in the morning just to be told all the appointments have gone"

In 2018 the Scottish Government issued a new GP Contract. This is designed to have more attached staff in the practice over the next few years.

These staff will include, pharmacists, physiotherapists, mental health nurses, phlebotomists, treatment room nurses and other staff.

With the new contract the person who is most appropriate to give you advice or to see you face to face may not always be the doctor.

The practice is investing in an online system to allow the practice to decide who is best for you to receive advice from. There will be an easy online form to complete. No registration is needed and the software will also direct you to self help or advice video's which might answer the question you have.

The new computer form will allow you to;

- Access self-help resources
- Detail your symptoms via online forms
- Provide contact details that you will be available on
- Submit queries at your convenience
- Facility available online for patients 24-hours
- We will action Monday to Friday from 8am to 6pm (excluding public holidays)

If your expectation is urgent for the same day please ensure the form is submitted before 10am and we will endeavor to contact you as soon as possible.

The only way to access medical advice is by using this system. The form you complete will be reviewed by a clinician and they will advise our patient advisors what the next step is to be. This could be an appointment, a prescription or for another healthcare professional to contact you.

If an appointment is required our patient advisors will telephone you back to arrange a time for you to see a clinician.

If the clinician feels you need seen that day, this may not be by the doctor of your choice due to the number of patients requiring an on the day appointment.

The link to online form will be on our website and all you have to do is complete this (anytime of the day) and the clinicians will review the form during our opening hours from 08:30 to 18:00

Please note that it may take us up to 48 hours to contact you back, although we do aim to do this as soon as possible.

You can submit a form for advice anytime of the day, however please remember that if this is late on a Friday or over the weekend we will not see your form until Monday morning.

The advantage is that you do not need to wait on the telephone to be answered as all advice forms will be reviewed by the clinicians as they come in. This is a new initiative to improve the service we are giving to patients.

If you do not;

- have internet access
- have a smart phone
- have a tablet
- have someone who can contact us online on your behalf
- Please telephone our Care Advisers who will be able to help you on 01383 623516.