

Stanley Medical Centre



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CARE NAVIGATION

In response to a national shortage of GPs and the backlog caused by the COVID crisis, the Scottish Government has announced significant changes to the way general medical practices must work. From now on, GPs are no longer to be the first point of contact for many health issues.

Various tasks previously performed by GPs or their staff will now be undertaken by Health Board staff either in the surgery or in local Centres called Hubs. This will enable GP's to concentrate on more complex problems and relieve the pressure on hospitals.

All receptionists have received extra training by the Partnership to enable them to help you navigate the new system. Confidentiality remains paramount but you will need to be asked a few basic questions about your reason for calling in order to ensure that you are seen as soon as possible by the team member best able to help.

COMMUNITY CARE AND TREATMENT SERVICES

Who are they: The community care and treatment service (CCATS) for North West Perthshire is based out of Pitlochry Cottage Hospital and they provide Nurses and Healthcare assistants from their team to run clinics within the areas GP Surgeries.

What is their role: The CCATS team provide clinics at the Surgery and also at their main Hubs in Pitlochry and Blairgowrie that provide the Surgery patients with access to: Blood tests, Chronic Disease monitoring, Wound care & Ear care.

The CCATS team are employed by the Perth & Kinross Health and Social Care Partnership to provide this service for the Surgery and are based at the Surgery 3 mornings per week and via the Hubs Monday to Friday. If you require a blood test or wound care you are most likely to be seen by the CCATS team.

FIRST CONTACT PHYSIOTHERAPY

Who are they: The First Contact Physio (FCP) team are trained Physiotherapists.

What is their role: The FCP team are the best first point of contact for any muscular or joint problems. They can provide diagnosis and treatment for your condition as well as refer you on to specialists if that is required. Their service is designed as an alternative to seeing a GP and therefore they only see patients who have not seen a GP first. Their specialist training does make them the most appropriate first point of contact for patients with these problems.

The First Contact Physio team are employed by the Perth & Kinross Health and Social Care Partnership to provide this service for North West Perthshire. Patients within the region can book appointments at the Dunkeld and Blairgowrie Hubs. These appointments can be face to face or via the telephone.

MENTAL HEALTH & WELLBEING TEAM

Who are they: The Mental Health and Wellbeing Team (MHWBT) are trained Mental Health Nurses. We have 2 regular nurses – Jennifer Trayner and Lesley Nicoll, assisted by Sheila Mowatt.

What is their role: The Mental Health and Well Being team can consult with any patients concerned about their mental health. After the first consultation they have the means to refer patients on to other departments and services and the training to continue treatment themselves, if appropriate. Their specialised training makes them a more sensible first point of contact for patients concerned about their Mental Health than a GP.

The MHWBT team are employed by the Perth & Kinross Health and Social Care Partnership to provide this service for the Surgery and are based here on a Tuesday and Wednesday afternoon.

LOCALITY PHARMACY TEAM

Who are they: Sophie Dolderer (Locality Pharmacist) & Susie Michalak (Pharmacy Technician).

What is their role: The Pharmacy team are responsible for the medicine management of all the patients in the practice. They assist the GPs in ensuring the patients are on the right medications for their condition and monitor these going forward. They ensure that patients who have been discharged from hospital have all the necessary medication they need going forward. If you have a question about your medicine it is the Pharmacy team you will be directed too.

The Pharmacy team are employed by NHS Tayside to provide this service for the Surgery and are based here 3 days per week.

OTHER SERVICES

These other services operate regularly out of the Surgery but we do not have access to or manage their appointments. If you have been referred to them it is possible you will be seen at this Surgery:

- ❖ Podiatry
- ❖ Warfarin
- ❖ Midwife
- ❖ Childhood Immunisations
- ❖ Diabetic Eye Screening
- ❖ Health Visitor

OUTWITH THE SURGERY

Who are they: Your local Pharmacy and Opticians

Pharmacy: Your local pharmacy can provide a wide variety of care and treatment without you needing to come to the GP Surgery. The reception team has a list of all the services they provide and will suggest the Pharmacy to you if you phone in with one of those conditions. The Pharmacy maintains communication with the Surgery so if you require further care they will re-direct you back to ourselves.

Opticians: If you have any type of eye condition an Optician is your best first contact. They have the best equipment on hand to make a diagnosis of your problem. They can then treat it themselves, issue a prescription or refer you on to ophthalmology if required. All Opticians have emergency daily appointments that you can book to be seen for eye problems. Some Opticians also provide hearing tests.