

# KILSYTH MEDICAL PARTNERSHIP

*Why does the receptionist need to ask what's wrong with me?*

**It is not a case of the receptionists being nosy! They ask patients 'what's wrong' because the GPs ask them to do so**

The receptionists are trained to gather certain information in order to ensure that patients receive the **most appropriate medical care** from the **most appropriate healthcare professional** at the **most appropriate time**.

The information given to the receptionist helps **GPs prioritise those patients who need urgent medical attention** and help to determine in which order patients will be seen.

Where appropriate, this will enable patients to be seen by a nurse or other healthcare professional rather than a doctor; such as a dentist, pharmacist or optician.

Like all members of the Practice team, the receptionists are bound by **confidentiality rules** – any information given by patients will be treated in the strictest confidence.

**When you are ill, do you know who to turn to? It doesn't have to be a GP**

For minor illnesses such as a sore throat, cough, cold, etc

SELF CARE

For advice and information on **minor illnesses** such as coughs, colds, **indigestion**, constipation, aches and pains, rashes, head lice, etc. Lanarkshire and Glasgow **pharmacists** are also trained to treat urinary tract infections in female patients and also cases of impetigo in anyone over the age of 2

PHARMACIST

For muscle, joint or back pain – self refer by calling 0800 917 9390 or use the National Musculoskeletal (MSK) Advice and Triage Service [www.nhsinform.co.uk/msk](http://www.nhsinform.co.uk/msk) or call the national helpline at 0845 604 0001

PHYSIOTHERAPY

For eye problems such as blurred vision, difficulty seeing or any kind of discomfort such as eyes that are itchy, dry, red, irritated, watery or sticky. Many opticians are part of the LENS scheme. Contact your local optician or the NHS Lanarkshire general enquiry line to find out which optician you can go to: 0300 3030 243

OPTICIAN  
Lanarkshire Eye  
Network Scheme

If you need urgent medical advice while your GP surgery or dentist is closed

NHS 24 – DIAL 111

For cuts, bites, sprains, strains and minor burns in anyone aged 5 and over. Children under the age of 5 should go to the children's Accident & Emergency at Queen Elizabeth University Hospital

**MINOR INJURIES UNIT  
(STOBHILL HOSPITAL)**  
open 9am-9pm 7 days  
a week

For suspected stroke, sudden chest pains or heart attack, serious illness or injury such as broken limbs or a sprain which cannot bear any weight

**CALL 999 OR ATTEND  
YOUR NEAREST  
ACCIDENT &  
EMERGENCY**

For conditions that may require further information or examination. An appointment may not be necessary - you may receive a call back from a GP or a senior receptionist on the GP's behalf

**GP SURGERY**

For ingrown toenails, structural or mechanical foot problems or infected/painful foot lesions. Self-referral forms are available at the NHS reception desk

**PODIATRY**

Regular checkups, planned routine treatment and emergency care for jaw pain, mouth abscess, bleeding gums, toothache etc

**DENTIST**

For contraception, treatment of sexually transmitted infections, sexual health and wellbeing advice, self refer by calling 0300 3030 251 or visit [www.sandyford.org](http://www.sandyford.org) or [www.lanarkshiresexualhealth.org](http://www.lanarkshiresexualhealth.org)

**SEXUAL HEALTH CLINIC**

For routine pregnancy related queries, contact 01236 794110. For urgent pregnancy related symptoms, contact the Early Pregnancy Unit on 01236 763298 or the hospital which you are booked in to

**MIDWIFE**

For advice on how to stop smoking, call 0300 303 042 or text 'advice' to 81066 or visit your local pharmacy  
For help with stress management, self refer by calling 0300 303 0447  
For help with weight loss, call 01236 341709 or email [melanie.menzies@nleisure.com](mailto:melanie.menzies@nleisure.com) to join the Weigh to Go programme

**HEALTH  
IMPROVEMENT**