


# Any feedback about these slides?



Please put in writing and hand in at the front desk. Thank you!

# Opening Hours

<b>Monday - Friday</b>	8am - 1pm	2pm - 6pm
<b>Saturday - Sunday</b>	Closed	

*Blood test extended hours:*

*Every Monday, Wednesday, Thursday 7.30 – 8.00 am*

Phone **111** for **NHS 24** 6pm - 8am and at weekends

Phone **999** for **life threatening emergencies**

# Public Holidays

## The practice will be closed on:

18<sup>th</sup> APRIL 2025  
(Friday)

21<sup>st</sup> APRIL 2025  
(Monday)

5<sup>th</sup> MAY 2025  
(Monday)

15<sup>th</sup> SEPTEMBER 2025  
(Monday)

25<sup>th</sup> DECEMBER 2025  
(Thursday)

26<sup>th</sup> DECEMBER 2025  
(Friday)

1<sup>st</sup> JANUARY 2026  
(Thursday)

2<sup>nd</sup> JANUARY 2026  
(Friday)

On these dates, phone **111** for **NHS 24** for non-urgent care

Phone **999** for **life threatening emergencies**

# Appointments

## With a GP

- Can be booked up to 2 weeks in advance
- For on the day and emergency appointments - please **phone at 8am**
- Home visits can be arranged as necessary - please **phone before 10am**

## With a nurse

- Can be booked up to 4 weeks in advance.

## With a phlebotomist (for blood tests)

- Can be booked up to 4 weeks in advance.

Visit our website for more information:  
[www.grangemedicalgroup.com](http://www.grangemedicalgroup.com)

# Appointments

Please notify reception  
when booking your  
appointment if you  
require an **interpreter**  
or **translator**.

Please ask if you  
would like a  
**chaperone**.

# All GP appointments are **10 minutes** and for **1 problem**



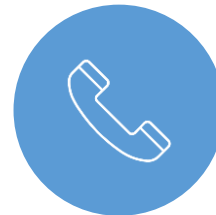
Please say if you have more than one thing to discuss.



You may be asked to arrange another appointment.



It is not always possible to address multiple problems within a single appointment.



Consider asking to book a double appointment.

# Why does the receptionist ask about the reason for my appointment?

All staff are trained to make sure you receive:

- the most appropriate care
- from the most appropriate health care professional
- at the most appropriate time.



All staff adhere to strict confidentiality rules.



Please share as much information as you feel comfortable.



You can ask to speak with staff away from the reception.



If you feel an issue is very private and do not wish to disclose any details this will be respected.

# Practice Nurses

**Please arrange appointments for:**



Chronic disease reviews e.g. asthma, diabetes, COPD.



Dressing changes



Smear tests



Hormone injections



Blood pressure measurements



Blood tests



Please make sure  
your contact details  
are updated

Speak with reception staff if you have changed your  
address, phone number or name.

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Please also consent to receiving **text messages** from the practice.



## Dr Who.... Else?

Your GP receptionist can direct you  
to the best person to help



OPTICIANS



DENTIST



PHARMACIST



LOCAL ACTIVITIES



MINOR INJURIES



SELF CARE

# Pharmacy First

**Pharmacists are experts in medicines and can help you with minor illness such as:**

- Acne
- Allergies
- Athlete's foot
- Backache
- Blocked or runny nose
- Cold sores
- Constipation
- Cough
- Cystitis
- Diarrhoea
- Ear ache
- Eczema
- Headache
- Head lice
- Haemorrhoids (piles)
- Hay fever
- Impetigo
- Indigestion
- Insect bites
- Mouth ulcers
- Pain
- Period pain
- Sore throat
- Threadworms
- Thrush
- Warts/verruucas

# Pharmacy First

**NHS Pharmacy First Scotland is available from all pharmacies in Scotland that dispense NHS prescriptions.**

The pharmacist will:

- Ask you about your symptoms
- Give you advice on your condition
- Provide medication (if necessary)
- Refer you to another health care professional (if necessary)



You don't have to make an appointment.

You can ask to use the pharmacy's consultation room to speak in private.

Problem with your **eyes?**

Contact your **optician**

They will offer you a triage phone consultation and then arrange an appointment.

If you are a UK resident, you can get a **free NHS eye examination** by any optometrist in Scotland who provides NHS services.



If you have an urgent eye problem and your optician is closed, phone NHS 24 on 111.


You can find more information about eye care here:

[www.nhsinform.scot/tests-and-treatments/eyecare](http://www.nhsinform.scot/tests-and-treatments/eyecare)

[www.eyes.scot](http://www.eyes.scot)

- Problem with your **feet**?
- Self-refer to **podiatry**

Community Podiatry  
Self Referral Form



Please return your form via email - Podiatry.NPReferrals@nhslothian.scot.nhs.uk  
By Post: Podiatry Department, Staterford Medical Centre, 27 Gorgie Park Close, Edinburgh, EH14 1NQ.

Information about you (the patient)

Name

Address

Post Code

GP Practice

Date of Birth

Telephone Number

Can we leave a voice mail? ☐ Yes ☐ No

Email address

WHERE is your main problem?

\*Please note we DO NOT provide routine treatment for fungal toenails, verrucae and toenail cutting\*

Ankle

☐ Front  
☐ Back  
☐ Inside  
☐ Outside

Heel

☐ Back  
☐ Inside  
☐ Outside

Middle of foot

☐ Top  
☐ Inside  
☐ Outside

Front of foot

☐ Top  
☐ Inside  
☐ Outside

Toe

☐ Toe 1  
☐ Toe 2  
☐ Toe 3  
☐ Toe 4  
☐ Toe 5

Bottom of foot

☐ Toe  
☐ Ball of foot  
☐ Arch of foot  
☐ Heel

WHAT is your main problem?

☐ Pain in your muscles/joints  
☐ A wound/ulcer  
☐ Ingrown toenail with broken skin  
☐ Painful toenail  
☐ Problem with your lower leg/knee  
☐ Hard Skin / Corn

Please give more detail about your problem:

Are you in pain?

How often does your problem cause you pain?  
☐ Never ☐ Occasionally ☐ Most of the time ☐ All the time

How bad is the pain when it does happen?  
☐ No Pain ☐ Mild ☐ Moderate ☐ Severe

Are you off work / studies / school because of this problem? ☐ Yes ☐ No

Your medical conditions/medication.

Are you on antibiotics for this problem? ☐ Yes ☐ No

Please list any diagnosed medical condition(s) and allergies you have.

Please list any medicines you currently take.

Do you give consent for us to check your medical records? ☐ Yes ☐ No

Your appointment. \*Please note home visits are by GP referral only\*

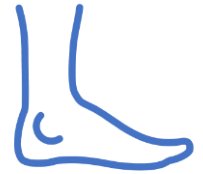
Has a podiatrist helped you for this problem before? ☐ Yes ☐ No  
Are you able to attend a video appointment? ☐ Yes ☐ No  
Are you happy to attend a student clinic? ☐ Yes ☐ No

If you require an interpreter what language do you require?

Please let us know if you require support for your appointment – e.g. wheelchair accessible venue, hearing loop or venue with bariatric equipment (if you are over 25 stone)

If you have completed this form on behalf of someone else because they do not have capacity to consent to treatment please provide your name, address and relation to the patient.

Community Podiatry Service - Self Referral Form v2.1 Approved: March 2023 Review: Mar 2026



For more information and to **complete a self-referral form**:  
[www.services.nhslothian.scot/podiatry](http://www.services.nhslothian.scot/podiatry)

Problem with your **mouth**  
or **teeth**?

Contact your **dentist**



The NHS Inform website has a **postcode search function**  
to help find your nearest dental practice details:  
[www.nhsinform.scot/scotlands-service-directory/dental-services](http://www.nhsinform.scot/scotlands-service-directory/dental-services)

If you have an urgent dental problem and your  
dentist is closed, phone NHS 24 on 111.

# Community Treatment and Care Services (CTACS)

Provide the following services:



Ear irrigation



Wound care



Removal of sutures and clips



Doppler (ABPI) testing



Unscheduled vaccinations

They are located at:

- Sighthill Health Centre
- South Queensferry Medical Practice
- Parkgrove Medical Practice
- Pennywell All Care Centre
- Stockbridge Health Centre
- Leith Community Treatment Centre
- Allermuir Health Centre
- Conan Doyle Medical Practice
- Mountcastle Health Centre

Patients can self-refer by calling **0300 790 6296** to book an appointment.



# Minor Injuries Unit



For adults and children over 12 months who have a **minor injury within the last 7 days**, including:

- Strains and sprains
- Wounds and minor burns
- Minor bumps to head and face
- Simple eye injuries
- Insect bites and stings

**Phone 111 to arrange an appointment** - face-to-face or video call.

Units open **7 days a week** and are located at:

- Royal Hospital for Children & Young People
- Royal Infirmary of Edinburgh
- Western General Hospital
- St John's Hospital

An Emergency Nurse or Physiotherapy Practitioner will assess your injury and provide advice and treatment.

[www.services.nhslothian.scot/rightcare/minor-injuries-unit/](http://www.services.nhslothian.scot/rightcare/minor-injuries-unit/)

# Sexual Health Centre

*2a Chalmers Street, Edinburgh, EH3 9ES*

NHS Lothian



## Chalmers Centre

Provides a range of services including:

- Sexually transmitted infection (STI) testing and treatment
- Contraception and emergency contraception
- Abortion services
- Pre-exposure prophylaxis (PREP)
- Vasectomy

Self-refer and arrange appointments via  
[www.lothiansexualhealth.scot.nhs.uk](http://www.lothiansexualhealth.scot.nhs.uk)  
or by phoning 0131 536 1070.

Dr MacLeod can insert and remove contraceptive implants.

Dr MacLeod and Dr Dundas can remove intrauterine systems/devices.

Practice nurses can review contraception.

# Social Care Direct

**If you or someone you know needs social care  
or you think there is an adult or child protection issue**



Phone

0131 200 2324



Email

[socialcaredirect@edinburgh.gov.uk](mailto:socialcaredirect@edinburgh.gov.uk)



Visit

[www.edinburgh.gov.uk/get-care-support](http://www.edinburgh.gov.uk/get-care-support)

If you are worried about domestic abuse  
phone the 24 hour Domestic Abuse Helpline 0800 027 1234





## POPULAR CATEGORIES



COMMUNITY AND  
INVOLVEMENT



DISABILITIES



HEALTH AND CARE



HOME AND WORK

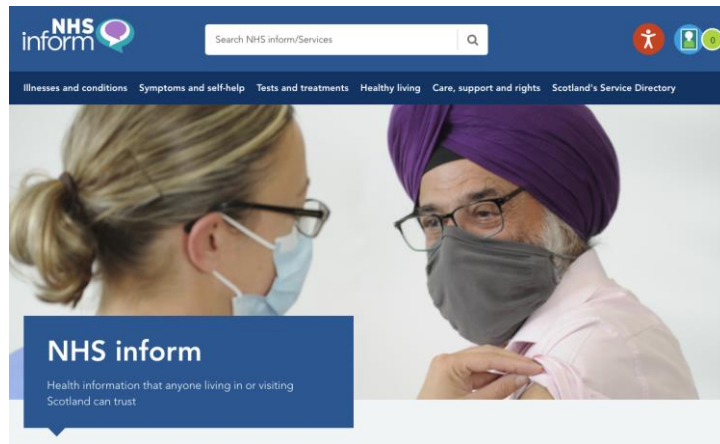


INFORMATION AND  
ADVICE

# NHS Inform

## *Scotland's national health information service*

For **accurate** and **relevant information** to help people make informed decisions about their health.



[www.nhsinform.scot](http://www.nhsinform.scot)

You'll find information about:

- Illnesses, injuries and conditions
- Tests and treatments
- Self-help guides
- Healthy living topics
  - e.g. smoking, alcohol, drugs, nutrition & mental wellbeing.
- Services provided by GPs, pharmacies and dentists.
- Scotland's Service Directory
  - Details of support groups and NHS services in Scotland.



- ✓ parkrun is a **free**, community 5 km event that takes place **every Saturday morning**.
- ✓ You can walk, jog, run, volunteer or spectate – a great way to **improve your physical and mental health**.
- ✓ It is positive, welcoming and inclusive - there is no time limit and no one finishes last. **Register today!**



# Are you worried about your mental health?

**Come and see the Thrive Welcome Team who are trained Mental Health Practitioners.**

- No appointment needed.
- Open to people aged 18-64 who are registered with a GP
- Talk about your mental health and how this is affecting your life
- Learn what support is available and how to access it
- Find out about local resources in your community

**Mondays 9:30 - 12:30**

Valleypark Community Centre  
37 Southhouse Road  
Edinburgh  
EH17 8EU

**Wednesdays 11:00 - 15:00**

Contact Point  
101 High Riggs  
Edinburgh  
EH3 9RP

**Thursdays 12:30 - 15:00**

Gilmerton Community Centre  
4 Drum Street  
Edinburgh  
EH17 8QG

[www.ithriveedinburgh.org.uk](http://www.ithriveedinburgh.org.uk)

**South East Edinburgh  
Thrive Welcome Team**

Ballenden House, 28-30 Howden Street  
Edinburgh EH8 9HL  
Tel: 0131 374 2204 (office hours)

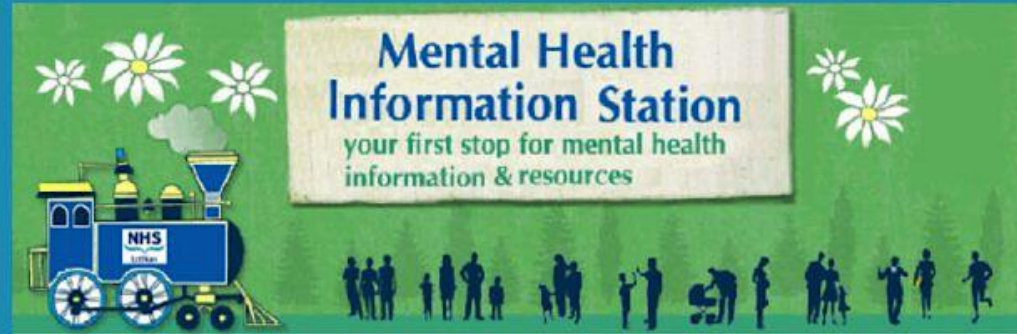


EDINBURGH

Edinburgh Health and  
Social Care Partnership



# MENTAL HEALTH INFORMATION STATION



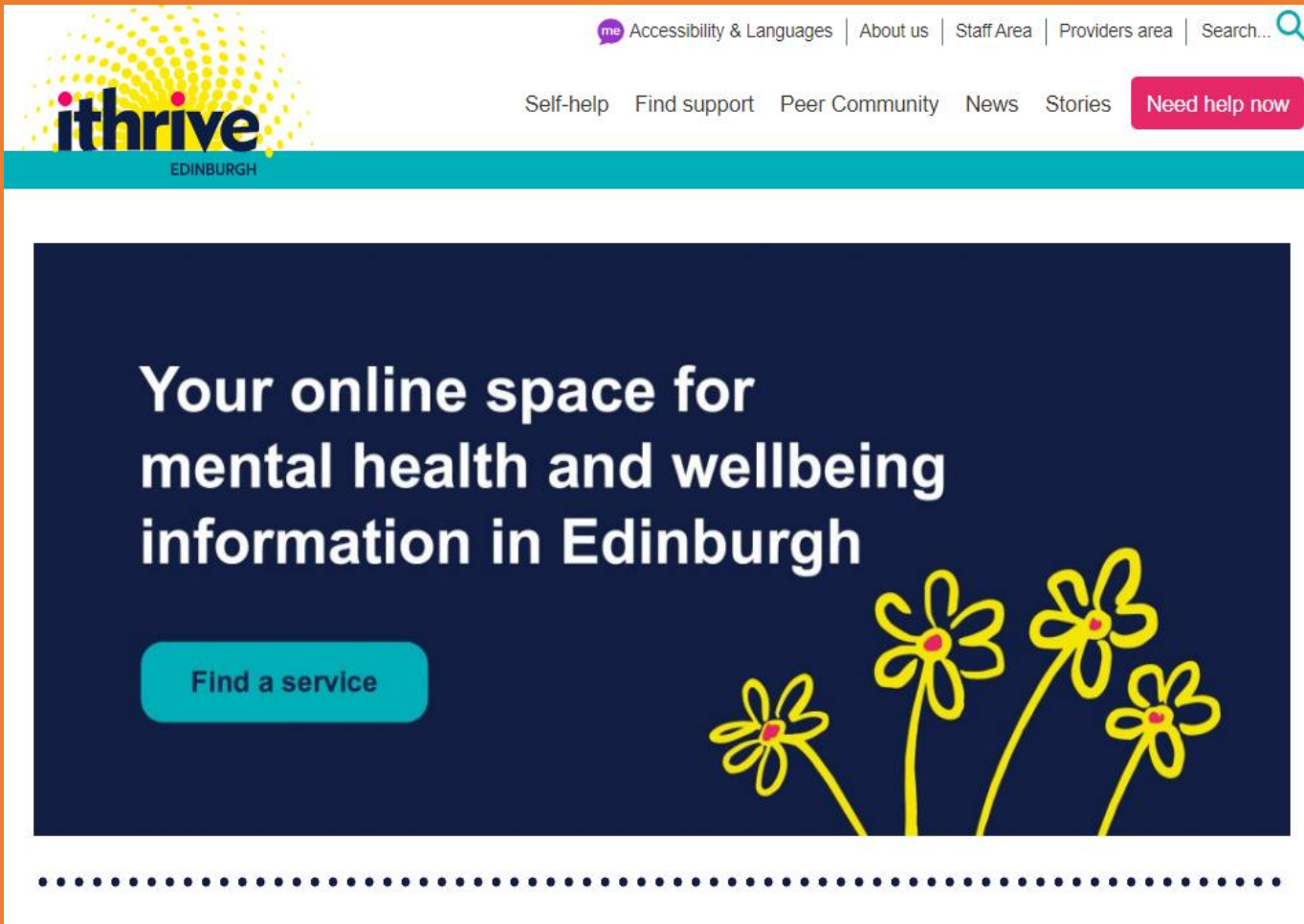
**Thursday Drop-in Service**  
**St Mary's Cathedral, Walpole Hall,**  
**Palmerston Place, Edinburgh EH12 5AW**  
**10.30am - 3pm**  
**Phone Number: 0131 537 8688**

W: <https://services.nhslothian.scot/mentalhealthinformationstation/>

FB: <https://www.facebook.com/MentalHealthInformationStation/>

W: <https://www.edinburghhsc.scot/connectthere>





Visit: [www.ithriveedinburgh.org.uk](http://www.ithriveedinburgh.org.uk)

# Prescriptions

## Can be requested:



**Online** via [www.grangemedicalgroup.com](http://www.grangemedicalgroup.com)  
Click “Prescriptions” and complete form



**By written request**  
Via the red box at reception



**Via your pharmacy**

Please ask at reception for further information.

Please allow 3 working days for requests to be processed.

# Samples

- Please return samples **before 1pm**
- This means they can be processed and transported to the laboratory that day



# Results



- Please phone the practice between **11am – 1pm** and **2pm - 3pm**.
- Please allow **7 days** for samples to be analysed, scans to be reported and results to be reviewed by practice staff. Some results may take longer.
- If a result is abnormal and requires urgent attention, you will be contacted by the practice or NHS 24 out of hours.

# Costs for letters and non-NHS services

“To whom it may concern” letter	£28
Holiday cancellation forms	£60
Power of attorney	£50
Driving medical	£50
Fit to fly letter	£40
Shot gun certificate	£60
BUPA forms	£50
Jury exception	Free

# Immunisations

Immunisations provide vital protection against illnesses which can be serious or fatal.

When you are due a vaccine, a letter will be sent to you (or parents/carers). They are not arranged via GP practices.

If you need further advice or assistance

- For **general enquiries** (excluding school-age children), contact the NHS Lothian's Vaccination Enquiries Helpline:
  - Email **[loth.vaccenquiries@nhslothian.scot.nhs.uk](mailto:loth.vaccenquiries@nhslothian.scot.nhs.uk)** or phone **0300 790 6296**.
- For **children ages 6 to 18 years**, contact the Community Vaccination Team:
  - Email **[loth.cvtschools@nhslothian.scot.nhs.uk](mailto:loth.cvtschools@nhslothian.scot.nhs.uk)** or phone **0131 446 4082**

For more information:

[www.nhslothian.scot/healthinformation/immunisation/](http://www.nhslothian.scot/healthinformation/immunisation/)  
[www.nhsinform.scot/healthy-living/immunisation/](http://www.nhsinform.scot/healthy-living/immunisation/)

# Immunisations for Children aged from 0 to 5 years old

Immunisations  
(with the exception  
of flu) for children  
aged between 0 and 5  
years old, will now be  
administered by a special  
clinic located at:



## **MORNINGSIDE MEDICAL PRACTICE**

Parents will receive a letter from NHS Lothian advising you of your child's appointment date and time.

If you need to discuss the appointment date or time  
please phone the Child Health appointments line on

**0131 312 1860**





**LAUNCHING TUESDAY  
6TH AUGUST 2024**

**NEED A COIL OR  
IMPLANT INSERTED OR  
REMOVED? COME ALONG  
TO OUR NEW DROP-IN SERVICE!**



We are trying a new way for patients to receive an IUD (coil) or implant procedure at Chalmers Centre. You can now attend our weekly **LARC+ 'drop-in'** service without the need to book an appointment.



**TUESDAY EVENINGS AT CHALMERS CENTRE  
(2A CHALMERS STREET, EDINBURGH, EH3 9ES)**



**REGISTRATION FROM 4.30-6.00PM  
(FIRST COME, FIRST SEEN)**



**ARRIVE EARLY. EXPECT A WAIT.  
LAST APPOINTMENT IS 7.15PM**



Only coil and implant services are offered at this clinic.  
Once all available appointments are taken new registrations will not be accepted. See our website for different ways to access LARC and other sexual health services.



**LOTHIAN**  
Sexual Health

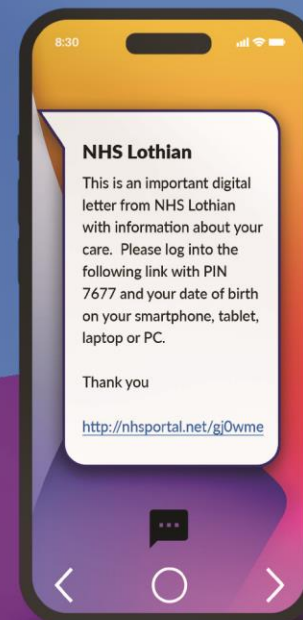


## Letters from NHS Lothian sent electronically

NHS Lothian are sending some patient letters electronically. You may receive a text notification from us asking you to log into a secure portal, using a unique PIN and your date of birth so you can see these letters.

Please make sure you do read these letters and take action if needed.

You can access further information on our patient website.

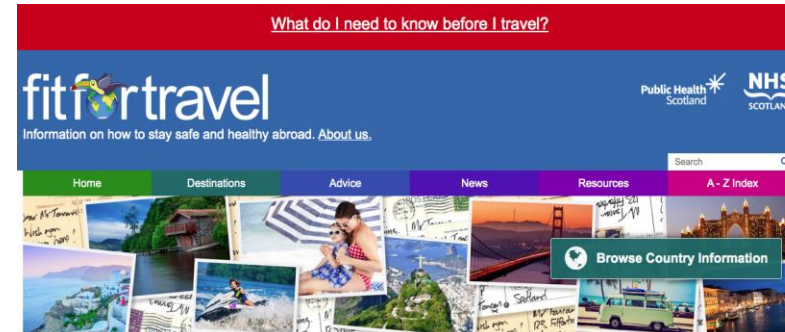


<https://services.nhslothian.scot/electronicletters/>

# Travel

Before travelling abroad, check the **Fit for Travel website**

- To see what vaccines are advisable
- Check if you need anti-malarials
- Get advice on how to keep yourself well.



Visit: [www.fitfortravel.nhs.uk/home](http://www.fitfortravel.nhs.uk/home)



You can book a consultation via **NHS Lothian's Travel Clinic.**

No travel vaccinations are administered at the practice.

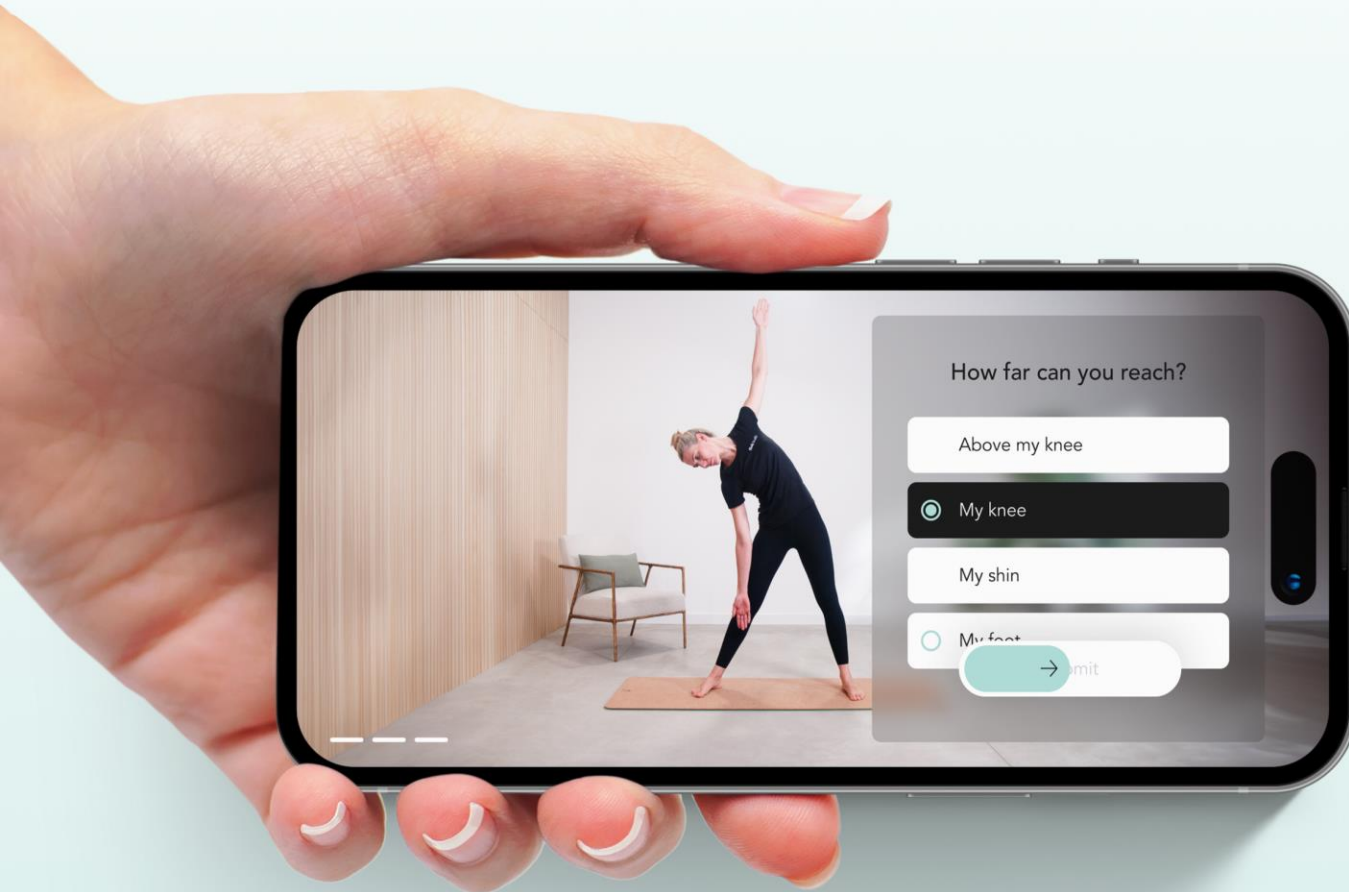
Visit: <https://services.nhslothian.scot/travelclinics>

# Pregnancy

**Phone 0131 536 2009 for  
NHS Lothian Maternity Services.**

You will be given an appointment with a midwife for **8-10 weeks** and appointment for a scan for **11-14 weeks** into your pregnancy.

See <https://services.nhslothian.scot/maternity/pregnant-what-next/> and [www.nhsinform.scot/ready-steady-baby](http://www.nhsinform.scot/ready-steady-baby) for more information.



# Got back pain?

NHS Lothian has partnered with Flok Health to offer free digital physiotherapy appointments for patients with back pain. You can start today!

**88%** of patients feel better after **4 weeks** with our personalised physiotherapy programme.



Open your camera app on your phone or tablet and scan the QR code to the right to sign up



# Practice Pharmacists

## Loni Chambers & Ruth Robertson

Appointments available for any issues relating to medications, including:



Questions about medications



Medication reviews



Medication supply problems



Serial/repeat prescriptions



# Monitor your blood pressure at home

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Please ask if you are interested.



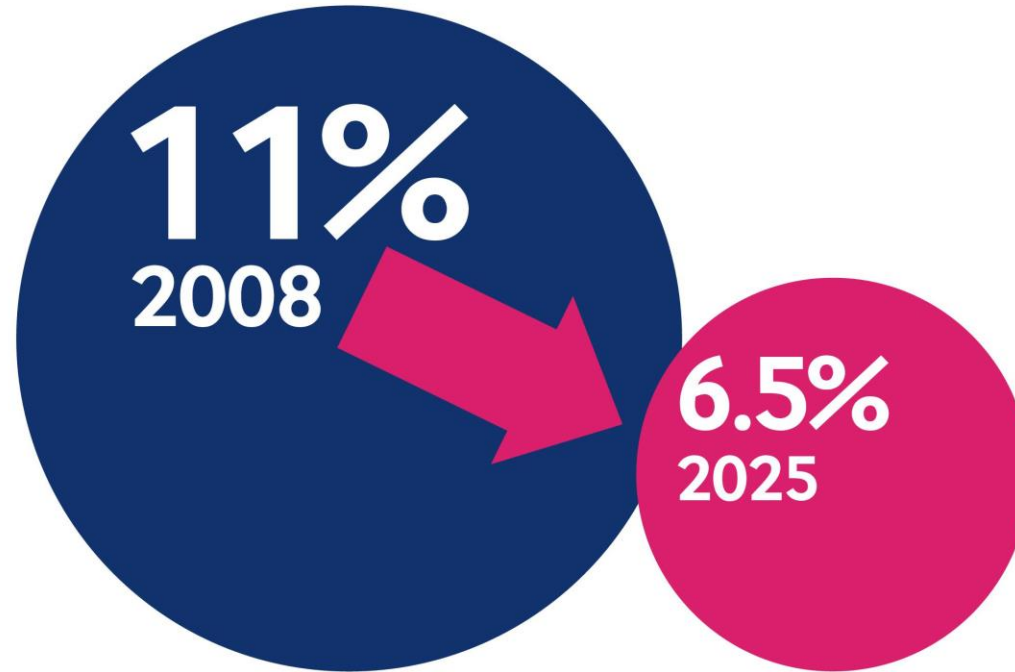
# MEDICATION AND MONITORING FOR PRIVATE ADHD MANAGEMENT NO LONGER PROVIDED

‘From **July 1, 2024**, Lothian GP practices will **no longer manage shared-care medications or specialist monitoring** for patients diagnosed in **the private sector**, including ADHD, gender incongruence, severe acne, and post-bariatric surgery care.’

‘Private providers must handle prescriptions or investigations beyond GP competencies, as NHS GPs cannot accommodate these due to capacity issues and funding constraints.’

To get a copy of the **full** statement, please ask at reception.

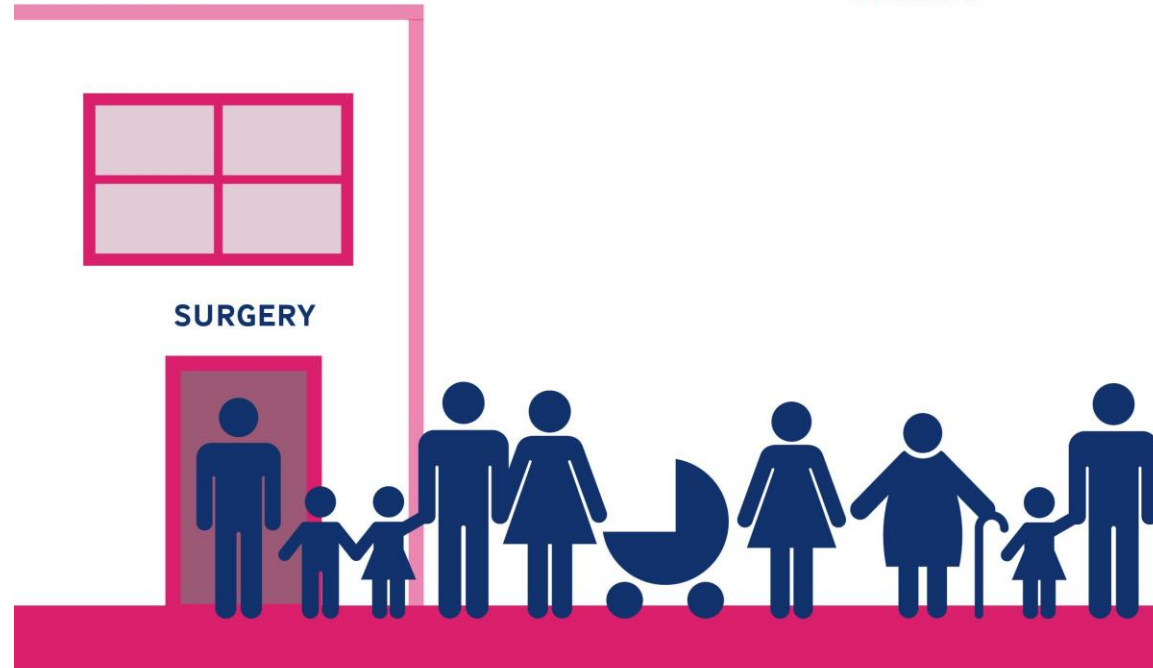
Your health, our priority:  
Stand with your Surgery.



In 2008, the *NHS* spent around 11% of its whole budget on General Practice. Today, that figure is less than 6.5%.



**Your health, our priority:  
Stand with your Surgery.**



**Your GP Surgery is struggling  
to meet demand: in Scotland  
General Practice provides  
650,000 appointments every  
week, but many people still  
struggle to get one.**

**Your health, our priority:  
Stand with your Surgery.**



**1 GP for every  
1,515 patients  
in 2013**



**1 GP for every  
1,735 patients  
in 2025**



**There are not enough GPs to  
provide the level of access  
to General Practice that  
patients were previously  
able to benefit from.**

**Your GP Surgery is  
struggling to meet  
demand:**

- less resource
- fewer GPs
- more patients
- more conditions.

**Your health, our priority:  
Stand with your Surgery.**