

## **KINNEIL MEDICAL PRACTICE**

### **INFORMATION LEAFLET - APPOINTMENTS & REPEAT PRESCRIPTIONS**

Kinneil Medical Practice is a new practice which was formed in 2023 from the merging of two longstanding Bo'ness GP practices, Kinglass and Forthview. Due to the size of the new practice, we will be operating over two sites at present, Bo'ness Health Centre and Kinglass Centre. This leaflet will help patients to know which of the sites to attend for their appointment.

#### **General Appointment Information**

- The practice phone number is 01506 537 054.
- When you call to book an appointment our reception team have been instructed to ask appropriate questions to ensure we direct you to the correct service or clinician. Please note that all of our staff work to strict codes of confidentiality.
- Mondays are traditionally a very busy day in the practice. If your problem is not medically urgent on a Monday, please consider waiting until later in the week to contact the practice.
- If you are contacting the practice to book a routine appointment, enquire about test results or discuss non-urgent queries, please consider phoning later in the day, as the phone lines are very busy in the morning.
- If you are requesting a home visit, please try to call as early in the day as possible.
- Please be courteous when speaking to members of our team. We have a zero tolerance policy with regards to verbal or physical abuse aimed towards our staff.

#### **Repeat Prescriptions**

- For patient safety reasons, we do not accept requests for any type of prescription over the phone.
- Ideally, prescription requests should be emailed to [fv.kinneilprescriptions@nhs.scot](mailto:fv.kinneilprescriptions@nhs.scot), the patient's name, date of birth and a preferred pharmacy destination stated along with the request.
- Please allow 72 hours for your prescription to be processed by the practice to be ready to go to a pharmacy.
- Please aim to be organised and timely in requesting items of medicine you take on a repeat basis. We process repeat prescription requests at our Health Centre site where parking can be a cause of frustration for the many service users of the building who require to park. If emailing the practice is not an option for you, we proactively encourage our patients to discuss and arrange a 'managed' service with their preferred pharmacy. This means people who need to access to a parking space for a timed appointment, for other urgent reasons, or if they are infirm and cannot easily walk any distance can hopefully park more easily. This allows our Admin Team to focus on more urgent enquiries being made at the reception desk.

### **Kinglass Centre (Gauze Road, EH51 9UE)**

Kinglass Centre (site of former Kinglass Medical Practice) will serve as our “Urgent Care” centre. If you require an on the day appointment for an urgent medical problem you will be offered an appointment with our Advanced Nurse Practitioner (ANP) or an initial Triage appointment with the GP. Our ANPs are highly qualified and experienced nurses that have completed further training in diagnosis and management of medical problems. There will be an On-call GP covering 8am-6pm Monday to Friday (excluding Public Holidays), who will triage urgent issues and manage them appropriately. This may include advice over the telephone, a face to face appointment or advice on more appropriate services to access. The On-call GP will also triage and complete any urgent house call requests. On certain days of the week there may also be additional GPs or GP registrars working from Kinglass Centre. During busier periods, there will be additional on-the-day appointments offered at Bo’ness Health Centre. Our reception staff will advise you on which location to attend for your appointment, and if there is any confusion please do not hesitate to confirm with our reception team.

Our attached health professionals will also be working from the Kinglass Centre. If you are offered an appointment with our Advanced Physiotherapist Practitioner, Primary Care Mental Health Nurse or Phlebotomist, this will be located at the Kinglass Centre.

In summary, appointments located at Kinglass Centre will include:

- On-the-day appointments with ANP or GP (unless advised differently by our reception team)
- Advanced Physiotherapist Practitioner
- Primary Care Mental Health Nurse
- Phlebotomist

### **Bo’ness Health Centre (Dean Road, EH51 0DH)**

All routine GP practice work will be undertaken at Bo’ness Health Centre (site of former Forthview Practice). All pre-booked/routine appointments with our GPs and Practice Nurses will be located at the Health Centre on Dean Road. All repeat prescription requests and administration tasks (e.g. letter requests, insurance forms, patient medicals) will be dealt with by our team at this site.