

PRACTICE NEWSLETTER

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For practice and other medical service information, see www.keppoch.org
and you can

follow us on Facebook  - <https://www.facebook.com/keppochmedicalpractice/>

PRACTICE NEWS

The Practice are delighted to announce that **Dr Lisa Robins** will be transitioning from her role as a salaried GP to a GP Partner on 1st April 2025. Dr Robins has been a valued and dedicated member of the practice team since 2016, where she initially joined the practice as a Deep End GP Fellow, followed by the role of Salaried GP in 2018. The team are thrilled to welcome her as a GP Partner and looks forward to her continued contributions in this new role.

Dr Petra Sambale will be retiring from the practice at the beginning of August 2025. Having been a valued member of the practice since 2000, she has provided unwavering support to the team in her role as a GP Partner. She will be greatly missed, but we wish her all the best for the future. More information regarding her retirement will be shared closer to the time.

We are pleased to welcome **Patrick Monaghan** as our new Family Wellbeing Worker. Patrick will be supporting young people and their families within the practice. In his role, Patrick will also have access to referring patients to various organisations and services to ensure they receive the right support for their needs. His experience and dedication to family wellbeing will be a valuable addition to our team. Patrick's working days will be Wednesday-Friday. If you are interested in being referred to Patrick please speak to one of our team.

We are pleased welcome **Andy Hermit** as a Family Wellbeing Worker, working on a new Financial Capability Project, in partnership with North West Citizens Advice Bureau, to provide families and individuals with financial advice, help with debt, ongoing debt such as council tax, utilities and budgeting advice and access to other services as and when appropriate. We are grateful for the experience and expertise Andy brings to the role, having worked within north west Glasgow for the past 18 years. If you are interested in being referred to Andy please speak to one of our team.

RAMADAN

If you are fasting for Ramadan and have an appointment at the surgery or any health concerns, please inform your clinician. We want to support you during this important time and ensure you receive the best care while observing your fast. Letting us know will allow us to provide appropriate advice, adjust any treatments or medication schedules if needed, and help you manage your health safely throughout Ramadan.

EASTER

We will be closed for Easter on Friday 18th April and Monday 21st April. To ensure you have enough medication over the holiday period, we kindly ask that you order your prescriptions in plenty of time, approximately one week before your medication runs out. While the practice is closed, please contact NHS 24 on 111 for any non-urgent medical concerns and 999 for emergencies. Thank you for your cooperation, and we wish you a happy and healthy Easter!



PRESCRIPTION ORDERING

here are several ways to order your regular medication:

1. Order online at www.keppoch.org.
2. Contact your local pharmacy to order on your behalf.
3. In person at our reception desk by filling out a prescription request form or handing in your tear off repeat prescription slip.

When ordering please do so one week before your medication runs out to allow time for both the practice and your local pharmacy to process the prescription. If collecting from the practice, please allow two working days for your order to be processed. Please allow longer if collecting directly from the pharmacy.

APPOINTMENTS AND ECONSULT SERVICE



You can request routine face-to-face, telephone, video or online consultations using our eConsult service at www.keppoch.org. We will get back to you within 2 working days. This is open from 7am to 7pm on weekdays.

If you aren't able to use eConsult, our phone lines open at 8am Monday – Friday. Please call early to ensure availability. When calling the practice, please be prepared to give some details and answer some questions asked by our admin team to ensure you are booked in with or signposted to the right professional.

If you have an emergency that needs immediate attention, please call 999 or NHS 24 on 111 if not immediately life threatening. You can speak to the mental health emergency service at NHS 24 any time of day or night on 111. For more information, please visit www.nhsinform.scot/campaigns/right-care-right-place.

If you need to consult with a GP on the same day, or are directed to contact the GP practice on the same day by NHS services, please call as soon as possible and before 6pm. Between 6pm and 8am Monday to Friday, and all day at weekends, please call Out of Hours service on 111 and if you have a life threatening emergency please call 999 at any time 24/7.

ADVANCED NURSE PRACTITIONER

Did you know you can make an appointment with your Advanced Nurse Practitioner who can help you with the following problems?

- Provide assessment, diagnosis and treatment in relation to a wide range of health conditions
- Prescribe medications
- Order and interpret investigations such as blood tests, x-rays and Ultrasound
- Refer to other services and colleagues for specialist advice
- Provide appropriate follow up care



Shannon Reynolds is our Advanced Nurse Practitioner (ANP) based in the practice. To book an appointment with Shannon please call 0141 800 0840. Sometimes our team will also direct you to Shannon as the right person to see.

TEXT MESSAGING SERVICE

We currently use a text messaging service for appointment invitations and reminders, health care reviews and some other important communications. We plan to increase the use of text messaging including for test results. Further information will be publicly available on our website.

If you do not wish to receive text messages, including messages about specific health issues, please let us know and we can update your details on our system.

SUGGESTIONS WELCOME!

We want to hear from you! If you have any suggestions or comments on the service we deliver, or the type of news and information you'd like to hear in this newsletter, please send them to Fiona Coventry, Practice Manager, or go to the Contact Details page in www.keppoch.org and use the online link.