

East Linton Surgery News



New process for patients with possible Urinary Tract Infection (UTI)

- In line with best practice we will now only be accepting urine samples which have been asked for by a clinician.
- If you are female, over 16 and have symptoms of a urinary tract infection please seek review at the local chemist.
- If you are male, a child or pregnant OR have **RED** flag symptoms please contact the surgery to make an appropriate appointment.
- Symptoms suggestive of a simple UTI include pain passing urine, going to the toilet more often and more urgently, pain in lower abdomen or lower back.
- **RED FLAG** symptoms include temperature, shaking, vomiting or feeling sick, back pain, visible blood.

NEW ELECTRONIC LETTERS FROM NHS Lothian

NHS Lothian are implementing a 'Digital First' correspondence portal to allow patients to receive administration letters digitally. When a patient is sent a letter, they initially receive a text asking them to log in to an online portal using a unique PIN and date of birth. Once logged in they can review their letter. If a patient does not have a mobile registered on TRAK, a letter will be sent. If for any reason a patient is unable to access their correspondence digitally, the letter will be sent in the post after 48 hours.

NHS Pharmacy First Scotland

If you have a minor illness, a pharmacy is the first place you should go for advice. A pharmacist can give you advice and treatment (if you need it) for minor illnesses such as the following:

Acne	Cystitis (in women)	Impetigo
Allergies	Diarrhoea	Indigestion
Athlete's foot	Earache	Mouth ulcers
Backache	Eczema	Sore throat
Blocked/runny nose	Headache	Pain
Cold sores	Head lice	Period pain
Constipation	Haemorrhoids (piles)	Threadworms
Cough	Hay fever	Warts/verrucae

Pharmacists, like GPs, can only provide certain medicines and products on the NHS. All of these are proven to be effective for treating your condition. If the pharmacist thinks it is better for you to see your GP, they may refer you directly or tell you to make an appointment.

PRESCRIPTIONS

We now have a new prescription **only** email address where patients can send in their repeat medication order. Please make sure to add your name, date of birth and medication requested. We do not take prescription requests over the telephone.

loth.repeatseastlinton@nhs.scot

GENERAL ENQUIRIES LINE

Due to increasing demand, the General Enquiries line (option 3) will no longer be available until **after 10am**. This is to allow the team to deal with the large number of phone calls coming into the Surgery for appointments from 8am to 10am. If you have an enquiry, or are calling for results please call after 10am. Thank you.

Wellbeing Resource Hub

The Wellbeing Resource Hub is a drop-in information-giving service.

This service is open to the adult public **(18+)**.

You can find them at the entrance foyer of **East Lothian Community Hospital every Wednesday from 12-2pm***. They are situated opposite the RVS community café which has refreshments on offer.

There is no appointment required.

They can help with Mental Health and Wellbeing Advice, Financial and Welfare Advice and Employment Advice.

This is **not a crisis drop-in service**.

People experiencing feelings of suicide or despair, are advised to contact their GP or call Samaritans on 116 123.

This is an **information-giving** space

<http://eastlintonsurgery.scot.nhs.uk>