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Dear Patient,

We are writing to provide some clarity on how our appointment system works, following a recent rise in incidents where our reception staff have been subjected to verbal abuse. We hope this information will help manage expectations and support a respectful environment for everyone.

Pre-Bookable Appointments:

Routine appointments can be booked up to 4 weeks in advance. When the fourth week of appointments becomes available these slots can be filled very quickly, often within 2 to 3 days. If no appointments are available, you will be asked to call back on the day new slots are released.

If a GP has requested to see you again within 4 weeks, they will either book the appointment directly or authorise the admin team to use an on the day slot to accommodate this. Please ensure that any follow-up appointment is booked before you leave the surgery, rather than relying on an on the day appointment.

On the Day Appointments:

Our phone lines open at 9.00 AM for same day appointments. These are reserved for **urgent medical concerns** and should not be used for routine issues.

Our reception team works hard to triage calls appropriately and may direct you to other healthcare services if suitable. Occasionally, these services may redirect you back to the surgery. We welcome feedback if this occurs.

Please note that our receptionists are **not medically trained**, and while they strive to help as best they can, they may not always get it right. On the day appointments are offered in order of availability. If your issue is truly urgent, we expect you to attend the earliest slot available (taking reasonable travel time into account).

Once all on the day appointments are filled, we will have reached our safe working capacity. Any further urgent requests will be assessed on a case by case basis. A receptionist will take your details and consult with the on-call doctor.

Additional Information:

Lunchtime Cover:

From 12.30 PM to 2.00PM, our phone lines switch to **emergency only** access. During this time, you can still reach the emergency line if absolutely necessary. This service is mainly intended for urgent calls from healthcare professionals (e.g, district nurses or hospital staff). We kindly ask that patients avoid calling during this period unless the matter is truly urgent and cannot wait until 2.00 PM.

Repeat Prescriptions:

Prescriptions can be requested 24 hours a day by leaving a message on our dedicated line: 0141 406 6380. Please allow **2 working days for processing**. For example, if you order on a Friday, your prescription should be ready by **Tuesday afternoon** (or **Wednesday** if there's a public holiday on a Monday).

Special Requests:

You can also request medications you've had before that aren't on your repeat list, these also require 2 working days to process. Please **check with your pharmacy** after the processing time before contacting the surgery to ask if your prescription is ready.

Injuries and the Minor Injuries Unit (MIU):

For acute injuries such as breaks, sprains, burns and cuts (which may require a tetanus or stitches), you should go to a Minor Injuries Unit (MIU) at either Stobhill or the Queen Elizabeth University Hospital. Before attending, please call NHS24 on 111. They will assess your condition and book an appointment, which can reduce your wait time and help avoid unnecessary visits.

How You Can Help

Visit NHS Inform (www.nhsinform.scot) for reliable information on a range of NHS topics, including:

Symptom checker and self-care advice:

www.nhsinform.scot/symptoms-and-self-help/

Immunisation guidance:

www.nhsinform.scot/healthy-living/immunisation/

Services offered by Pharmacy First:

www.nhsinform.scot/care-support-and-rights/nhs-services/pharmacy/nhs-pharmacy-first-scotland/

Pharmacy First and UTIs

We often refer patients to Pharmacy First for urinary tract infection (UTI) treatment. However, they cannot treat you if you:

- Are Male
- Are immunosuppressed
- Are pregnant
- Experience frequent UTIs
- Take prophylactic antibiotics for UTIs
- Have symptoms with new back pain
- Notice blood in your urine
- Are a child

Get Involved:

You might consider writing to your MSP about the BMA article on the effects of underfunding in General Practice.

BMA article:

<https://bmascotland.home.blog/2025/04/24/stand-with-your-surgery-new-resources-to-support-gps/>

Appointments and Alternative Options

We acknowledge that our appointment system may not meet everyone's needs. There is no one size fits all approach to managing patient demand. If you are unhappy with our system, we suggest contacting other local GP Practices to learn about their processes and consider registering with one that better suits you.

Zero Tolerance Towards Aggression

We try at all times to deal with patients in a polite and courteous manner. In return we expect that the same is shown to all staff and doctors at the surgery. Whilst we understand that a visit to the doctors can be at times stressful or worrying, we will not tolerate aggression or abuse to either our reception staff or any of the professional staff at the surgery.

The practice considers aggressive behaviour to be any personal, abusive or aggressive comments, cursing, swearing, physical contact or aggressive gestures.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse of any doctor or member of staff, by a patient or their friends or relatives, will be reported to the police as an assault.