

Craigvinean
Surgery

Care Navigation Pathways



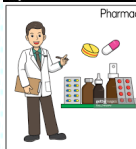
Your GP: Expert Medical Generalist (EMG) and senior clinical decision maker. In this role the GP focuses on three main areas: undifferentiated presentations; complex care in the community; and whole system quality improvement and clinical leadership. They lead the Primary Care team detailed below that work out of the Surgery. We will direct your care to the most appropriate team for your symptoms.



Practice Nurse: Our duties include chronic disease monitoring & reviews, taking blood for tests, BP monitoring, lifestyle advice, dressings and removal of sutures, smear taking, family planning and HRT advice, immunisations, assisting with minor surgery, ECGs, spirometry and oximetry . We also deal with many minor injuries.



Community Care and Treatment Services (CCATS): The CCATS team provide clinics at the Surgery and also at their main Hubs in Pitlochry and Blairgowrie that provide the Surgery patients with access to: Blood tests, chronic disease monitoring, Wound Care & Ear care.



Practice Pharmacy Team: The Pharmacy team are responsible for the medicine management of all the patients in the practice. They assist the GPs in ensuring that the patients are on the right medications for their condition and monitor these going forward. Any enquiries about your medication ask to speak to the Pharmacy Team.



First Contact Physio (FCP): The FCP team are the best first point of contact for any muscular or joint problems. They can provide diagnosis and treatment for your condition as well as refer you on to specialists if that is required. Their service is designed as an alternative to seeing a GP.



Mental Health & Well Being team: They can consult and then refer on if required any patients concerned about their mental health and well being. They are based in the Surgery. Throughout the year 24/7, 365 days a year you can also get Mental Health advice by calling NHS 24 on **111**.



Outwith the Surgery: The Community Pharmacy should be your first stop for common conditions such as: Colds, Sore throat, Indigestion and Diarrhoea. The majority of eye conditions can be managed by your local Optician, such as: Sticky eye, Floaters, Pain in and around the eye and Blurred/Reduced Vision.



District Nurses: The District Nurses deliver care to all the patients who are Housebound and cannot be seen by a Nurse at the Surgery. They meet daily with the GPs to discuss their workload and determine the care each patient will require that day. Although they liaise with the GPs they manage their own caseload.



NHS24 - When the Surgery is closed please contact NHS 24 on **111**.
NHSinform.scot/self-help-guides also contains a great deal of information to manage non life-threatening conditions. If you suspect Heart Attack or Stroke call **999**.