

# Fortrose Medical Practice

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### NEWSLETTER

#### JANUARY / FEBRUARY 2007

Dear Patient

Welcome to the January / February newsletter and may we start by wishing you a happy, healthy and prosperous 2007.

We still have stocks of influenza vaccines and if anyone who is eligible has not yet had their inoculation, could they please make an appointment to see the Health Care Assistant as soon as possible.

We will over the course of the next few weeks be offering dedicated telephone consultations with the GPs. These consultations will enable patients who wish to discuss a problem and who do not need a physical examination to access the GP without having to attend the surgery. Once introduced, the receptionist will give you the option of the telephone consultation and will specify a timeslot and take your contact number. This is a service being offered for the convenience of patients as an alternative to surgery visits.

The surgery has experienced problems during December and January with power cuts. This has led to certain disruption of not only the ability of the surgery to operate normally, but also of the telephone system. We apologise for any inconvenience caused to patients when power was lost. It is therefore extremely important, when trying to contact medical help outside our normal surgery hours and particularly at weekends, that the NHS24 telephone number **08454 24 24 24** is used. In cases of EMERGENCIES please dial **999**.

As part of a continuing education process I am pleased to announce, that our Assistant Practice Manager, Gaby Roesmann, takes part in the IHM Vocational Training Scheme for Practice Managers. As part of this study, she has taken on a project which will create a website for the Fortrose Medical Practice. We anticipate that this website – an exciting development for the practice – will be up and running within the next 2-3

months. More news on this in our next newsletter. If you want to have your input into what you would like to see on the website, do not hesitate to contact Gaby by email [gabyr@gp55381.highland-hb.scot.nhs.uk](mailto:gabyr@gp55381.highland-hb.scot.nhs.uk) or by contacting the surgery.

We have a number of carers amongst our patients and the practice is keen to ensure they have access to support and information services available. Our Practice Manager, Philip Eley, is liaison for this function and if patients, who are carers, require information, they should contact him by either emailing him to [philipe@gp55381.highland-hb.scot.nhs.uk](mailto:philipe@gp55381.highland-hb.scot.nhs.uk) or contacting the surgery.

Our Health Care Assistants have now been in place for almost 6 months and we sincerely hope that the service they provide is meeting the expectations and requirements of you, the patient. We will during February carry out a very brief survey of their patients in order to get feedback.

As you will appreciate, all the medical staff within the practice are extremely busy and I regret to report that the DNA (non-attender) rate is showing an upward trend. This means that appointment slots are being wasted when they could have been allocated to other patients. We would be grateful if patients are unable to attend for whatever reason, they telephone the surgery so that the appointment slot can be re-allocated. We totally understand that there may be need to cancel appointments and are extremely happy to re-schedule or cancel on receiving your call.

Those patients over 60 and those with prescription payment exemptions (including all children) will no doubt be aware that your local pharmacy can now be approached for minor illnesses (e.g. common colds, head lice, pain relief etc.) and the necessary medication can be dispensed. This is intended as an additional service to patients and the pharmacist will refer to a GP if they consider it is beyond their competency to resolve. The pharmacy will be very happy to supply you with more details.

Finally, two pieces of good news: I am delighted to announce that the practice will be taking on an additional part-time GP as of the middle of February. Her name is Dr. Shona Forth and during February and March she will hold two surgeries per week, increasing to four in April. Dr. Forth qualified in 2000 and has worked at a number of hospitals in Scotland as well as one each in Australia and New Zealand. She recently worked as GP Registrar at Culloden Surgery in Inverness. Dr Forth is a

local with roots firmly in Fortrose and the practice welcomes her to the team.

Our patients sometimes generously provide gifts of money to the surgery for additional equipment, both for comfort and care. I am pleased to announce that over the past three months the practice has purchased a new chair for the waiting room, an additional ear syringing unit, two oxymeters (important in emergency situations) for instant pulse and oxygen readings and an additional nebuliser. We put on record our thanks to all the donors who have made this possible. We hope all will understand if we don't name them, but some I am sure would prefer to remain anonymous.

Philip Eley  
Practice Manager

On Behalf of  
The Practice Team  
Fortrose Medical Practice

24<sup>th</sup> January 2007