

Fortrose Medical Practice

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NEWSLETTER

JUNE / JULY / AUGUST 2007



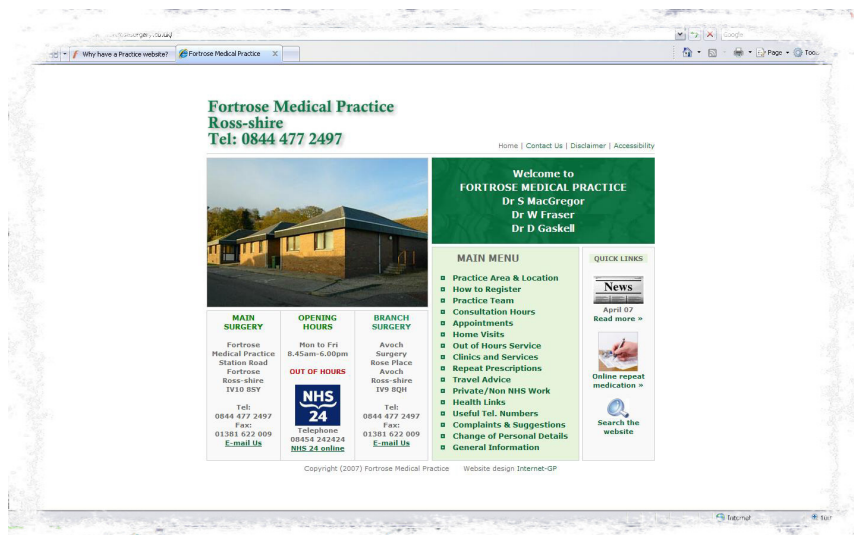
Dear Patient

Welcome to the latest newsletter and let us all hope that the weather will improve soon on the Black Isle to give us all a warm and healthy summer.

WEBSITE

We are pleased to report that the website is now being used by large numbers of patients for repeat prescriptions, and the number of people visiting the site is constantly growing, approaching 1,000. Can we take the opportunity to remind you that you can also:

- cancel appointments
- find opening times and services offered by the practice
- links to other health related validated websites which are worth visiting
- link to NHS 24 for your needs out of hours
- much more



The site is continuously updated by the practice and feedback or suggestions are very welcome.

PATIENT TRANSPORT

We are delighted to report that the changeover enabling patients to book transport direct, instead through a third party (i.e. the practice) appears to have been a success. We sincerely hope that our patients are having at least as good an experience, if not better, by dealing direct with the ambulance services.

Patients now contact patient transport direct on phone number 01463 732 450. Full information for this new service is available from our reception area.

DR SHONA FORTH

Dr. Forth has settled in extremely well and now operates two full days in the surgery, Thursdays and Fridays. In the short period of time she has been with us she is already becoming very popular with patients and as a female GP she has enabled us to respond to requests from our recent patient survey.

TELEPHONE APPOINTMENTS

The practice has introduced telephone appointments with all GPs which can be booked exactly the same way as normal face-to-face appointments. They are already proving popular with patients who cannot – or do not wish to – come to the surgery, but for whom a home visit is not appropriate.

Just to remind you, these appointments are offered for patients who want to discuss issues that do not need physical examination only. The receptionist will ask you when booking an appointment if it is for a face-to-face or a telephone appointment and can help you to decide which is most suitable for your needs. You will be asked to give a contact number where you will be available to talk confidentially at the time of your appointment (please allow up to 60 minutes in case a GP has to attend emergencies and runs late).

MESSAGE FROM THE PHARMACY

The NHS Minor Ailment Service is provided at all community pharmacies in Scotland. This service is available for people

- who don't pay prescription charges (excluding pre-payment certificates)
- who are registered with a GP surgery in Scotland
- who don't live in a nursing home or residential care home

The service means that if your pharmacist thinks you need it, they can give you a medicine for a minor illness or complaint without you having to pay for it. It can save you making an appointment with your GP simply to get a prescription for a minor complaint as e.g. acne, athlete's foot, backache, cold sores, constipation, cough, diarrhoea, earache, eczema and allergies, haemorrhoids (piles), hay fever, headache, head lice, indigestion, mouth ulcers, nasal congestion, pain, period pain, thrush, sore throat, threadworms and warts and verrucae.

You can register for the service with the community pharmacy of your choice; the pharmacist can offer advice, provide a suitable medicine if required or advise you to go to your GP with the ailment.

Your pharmacist, like your doctor, can only give out certain medicines and products free of charge so you may not get the product you normally buy.

If you usually see your GP for an ongoing medical condition it is best to continue doing so. If you are suffering from a short-term minor ailment then your local pharmacy is available to advise, treat or refer.

HEALTH CARE ASSISTANTS

The practice is always looking to improve the quality and range of services offered by all our clinicians, and this includes the health care assistants. To this end in January this year, they embarked on an Open University course, which is aimed at not only improving their current skills, but also developing new skills. I am pleased to report that they are both doing extremely well and I have no reason to believe that they will not be very successful at the end of the course (November / December). I am sure you join me and the rest of the team in wishing Catherine and Frances continuous success. My personal gratitude and that of the partners also goes to the rest of the administration staff for not only their

support for the HCAs, but also in ensuring the rest of the administration function, including reception, is not adversely affected.

WORKPLACE EXPERIENCE FOR FORTROSE ACADEMY STUDENT

The practice is always ready and willing to assist where possible within the community and when we were approached to provide a weeks' work experience for a pupil from Fortrose Academy we were - subject to the necessary safeguards – happy to do so. We welcomed Megan McCallum to the practice during the week commencing the 18 June. I am assured by Megan that she enjoyed the experience and we wish her well in whatever career she eventually decides to follow.

SUMMER HOLIDAYS

As with all organisations, we will be subject to staff holidays during the summer months. In order to ensure the service from reception is not compromised during this period, I am delighted to report that Amanda Cochrane will be covering for staff holidays. Amanda has worked for the surgery on a part-time basis for the past two years and will therefore provide the perfect cover for her colleagues.

Philip Eley
Practice Manager

On Behalf of
The Practice Team
Fortrose Medical Practice

21st June 2007

