

Fortrose Medical Practice

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NEWSLETTER



Dear Patient

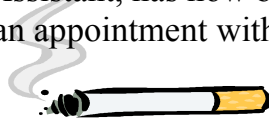
Welcome to our latest newsletter.

HEALTH CARE ASSISTANTS

It is with great pleasure that we can now announce that our two health care assistants Catherine Donald and Frances Hobson have both successfully graduated through the Open University and obtained a diploma in health care. This is a great credit to both members of staff and was achieved with a lot of help from the clinical staff in the practice and the administrative staff who covered for them during study hours. I am sure that all patients will wish to join us in congratulating them on this achievement.

SMOKING CESSATION ADVICE

Frances Hobson, Health Care Assistant, has now been fully trained to provide smoking cessation advice and an appointment with her can be booked by phoning the surgery.



All our doctors and our practice nurses will also help and support patients who are motivated to stop smoking. Beside counselling and support we can provide Nicotine Replacement Therapy as well as a range of self-help leaflets.

ARE YOU A CARER?

The practice would like to identify those patients who are carers. Carers are entitled to enhanced medical services which we can only provide if we are aware of the fact that a patient is a carer. The word carer does not necessarily indicate that the person is being paid for giving care. If you feel that you fall into this category or you are a person being cared for, we would like to know. If you would like further information, please contact the surgery.

PRESCRIPTION CHARGES

You may be aware that the Scottish Government has decided to phase out prescription charges by the year 2011. In a first step towards this goal from the 1 April charge for individual items is now £5. Pre-payment vouchers have also been reduced to £17 for 3 months and £48 for 12 months. These prepayments cover any number of items during the qualifying period. For further information please check with your local pharmacy.

OUTBREAK OF MEASELS INFECTION IN SCOTLAND

On the 13 March NHS Public Health has informed us concerning an outbreak of measles in Scottish travelling families in Midlothian and Dunbartonshire. There were 7 confirmed cases in total and 14 unconfirmed. Due to the mobile nature of the lifestyle of these families they may also have links to sites in Highland. Indeed, at the beginning of March a confirmed case of measles of a young woman in the Lochalsh area has been confirmed.

Therefore the MMR immunisation is offered to all patients of 25 years and under who have not been fully immunised yet. If you are in this category, please contact the surgery for an appointment with a GP to discuss.

It is of course very important for all babies and children to complete their full childhood immunisation programme. If you want more information or like to discuss certain vaccinations please make an appointment with the Health Visitor or one of our doctors.

PATIENT SURVEY

As you may be aware, a patient survey was carried out in November 2007, and we are pleased to report that the results show that the practice exceeded in all areas those that are required by NHS standards. There are certain areas however, we still try to improve. In the past 6 months we have introduced additional appointments for doctors and nurses in order to reduce waiting times and increase availability. For your convenience, provided you are prepared to see any GP, an appointment is normally available on the day of your choice.

Also, another topic raised was confidentiality in the waiting room / reception area. It is difficult with the configuration of the building, to improve confidentiality if patients visit the reception desk. However, should you wish to discuss any issue in private, please ask a member of staff and we will make the necessary arrangements. With regards to incoming and outgoing telephone conversations, we are in the process of changing telephone locations to more suitable areas. We hope these two measures will go a long way to addressing this problem.



PRACTICE CLOSURES DUE TO PROTECTED LEARNING TIMES

On the following dates the surgery will be closed from 1pm to allow for staff training:

Month	PLT
April 2008	8 th (Tuesday)
May 2008	14 th (Wednesday)
June 2008	3 rd (Tuesday)
August 2008	20 th (Wednesday)
September 2008	2 nd (Tuesday)
October 2008	1 st (Wednesday)
February 2009	3 rd (Tuesday)
March 2009	4 th (Wednesday)

NHS24 will cover as usual during these times.

The Practice Team
Fortrose Medical Practice

April 2008

