

# Fortrose Medical Practice

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### NEWSLETTER



Dear Patient

Welcome to our latest newsletter. As we write this, the sun continues to shine and hopefully all our patients will have a good summer. We wish those travelling on holiday safe journeys and happy times.

#### **NEW EQUIPMENT FROM THE EQUIPMENT FUND**

We have purchased from the above fund 10 blood pressure monitors and two Nebulisers. This equipment will enable the practice to better monitor patients' blood pressure outside of working hours and also provide additional relief for our asthma sufferers, should this be required. Patients will be able to borrow these subject to approval by their GP or nurse. It is important to note that for the benefit of all our patients, this equipment must be returned as instructed.

For patients who are not aware: the equipment fund operates via donations made to the surgery, by patients, their relatives or organisations. The money in the fund is ring fenced to provide additional equipment for both patient benefit and comfort. Any donations should be made payable to 'The Community Equipment Fund FMP'.

#### **BOOTS CHEMIST IN FORTROSE**

Last year the Alliance Pharmacy in Fortrose and many others throughout the United Kingdom were purchased by Boots. You will notice over the next few months a complete re-branding of the Fortrose premises. This will have no impact on patient's prescriptions from the surgery. Should you wish any further information on this, please contact the pharmacy directly.

## **HEALTH CARE ASSISTANTS' COMPETENCIES**

For the information of patients, the list below shows the competencies of our Health Care Assistants:

- Blood pressure
- Blood tests
- Urine tests
- ECGs
- Verrucae, Warts and
- Smoking Cessation
- Suture and staple removal
- Weight management
- Flu injections
- B12 injections

It is important to realise that the Health Care Assistants report to either the GPs or nurses within the practice and do not diagnose or treat without referral from them.

## **APPOINTMENTS**

When you phone the surgery for an appointment, the receptionist will ask you why you need this appointment. This will help to make sure you can see the most appropriate clinician and sufficient time can be allocated for your visit.

Patients are usually able to access an appropriate clinician within 24 hours and in fact, often same day appointments are also available.

In addition, you can book several days / weeks in advance should this be required. This will enable you to book reviews, vaccinations and routine checks for a time and date to suit your circumstances. But please remember to cancel your appointment if it is no longer needed - or re-schedule if you can no longer make it for the time it was booked.

PLEASE NOTE: During weekdays phone lines open at 8am in the morning for EMERGENCIES ONLY. The reception team will be available from 8.45am – 6pm to assist with all other enquiries, including appointments.

## **BREAST SCREENING**

Female patients aged between 50 and 70 years of age as of the 3 July 2008 will receive an invitation from the breast screening service at Raigmore to attend. Should you have any queries on this, you should contact the breast screening service on 01463 713 222. Screening will take place during the period July – September 2008.

## **KELLY JANSEN**

We are happy to announce that Kelly Jansen has been accepted to undertaking nurse training with the University of Stirling, based at Inverness. We are sad to lose a valuable member of our reception team, but the

practice, and I am sure the patients, all wish her the very best in following this new career. Kelly will leave us at the end of June.

### **GABY ROESMANN**

The practice is delighted to announce that Gaby has successfully completed and passed the Institute of Healthcare Management's vocational training scheme for General Practice Managers.

### **TELEPHONE SYSTEM**

In response to comments made in the last patient survey, undertaken earlier this year, we are pleased to say that we have altered – and shortened – the message patients will hear when phoning the practice. The options are now 'press 1 for emergencies' and 'press 2 for all other enquiries' or 'hold for reception'.

### **PRACTICE CLOSURES DUE TO PROTECTED LEARNING TIMES**

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

<b>Month</b>	<b>PLT</b>
August 2008	20 <sup>th</sup> (Wednesday)
September 2008	2 <sup>nd</sup> (Tuesday)
October 2008	1 <sup>st</sup> (Wednesday)
February 2009	3 <sup>rd</sup> (Tuesday)
March 2009	4 <sup>th</sup> (Wednesday)

NHS24 will cover as usual during these times.

The Practice Team  
Fortrose Medical Practice

June 2008

