

Fortrose Medical Practice

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NEWSLETTER



Summer 2009

Dear Patient

Welcome to our latest newsletter. Summer has arrived and we hope that the good weather will continue.

SWINE FLU

We are receiving an increasing number of calls relating to the current outbreak of swine flu. If you have symptoms indicating a flu-like illness (e.g. high temperature or fever, sore throat, running nose, headache etc.) contact NHS24 on 08454 242424 or the surgery. **DO NOT ATTEND THE SURGERY UNLESS YOU HAVE BEEN INVITED TO DO SO.** If you contact the surgery you will be asked a set of questions by the receptionist, who will then – in consultation with the GP – decide whether you need to be seen.

If you have no symptoms, but you think you may be at risk because you might have had contact with somebody who has – or might have – swine flu, please contact the flu information line on 08001 513 513. This will give you full information and options as to what you need or need not do. **Unless told otherwise please do not contact the surgery.** Your co-operation in this matter will be greatly appreciated.

PRACTICE ACHIEVEMENT (QOF)

We are delighted to report that for the year 2008/2009 the practice achieved – once again – maximum points for quality of care and services, as determined by the government in our medical contract. You can be assured that we will continue to strive to maintain this high standard and appreciate any feedback that patients may have for further improvements (praise will be greatly appreciated, too).

PATIENT SURVEY

Two surveys have been conducted in the past 12 months, one by the practice and one by the Scottish Executive. The practice survey indicated that the level of patient satisfaction is maintained at a very high level but we will continue to strive to improve the service we give to our patients. As above, feedback – both negative and positive – is appreciated.

The survey by the Scottish Executive, which only considered appointment availability, showed a patient satisfaction rating of over 98%. We understand that a similar survey, slightly more comprehensive, will be undertaken again over the next 12 months. It is important to understand that the practice has no input into this particular survey, but we do encourage you to respond.

CHANGE OF PRESCRIPTION CHARGES

Charges for single prescriptions have come down to £4 since April this year. Further reductions are phased as follows: £3 from April 2010 and free from April 2011.

The cost of prescription pre-payment certificates (PPCs), which covers a patient's total prescription costs over a 12 month period changes as follows: £38 from April 2009, £29 from April 2010 and free from April 2011.

DR MAIRI CRAWFORD

We are pleased to welcome Dr. Mairi Crawford in our surgery as maternity cover for Dr. Shona Forth. She has started her surgeries in our practice on the 20th May. Her usual day in the practice is the Wednesday, however on occasion this might change, so please check with reception when booking appointments with her.

CHANGE OF EMAIL ADDRESS

Patients please note - with immediate effect the email address for the surgery (e.g. for your repeat prescription orders) is as follows:

high-uhb.gp55381-reception@nhs.net

The old address will continue to work until 30th September and the account will be closed after that date. We regret any inconvenience that this change might cause, but unfortunately in that matter we had no choice as this is imposed on all practices by NHS.

STORK

We end this newsletter with the wonderful news that Dr. Shona Forth gave birth to a daughter Megan on Saturday, 13th June. Both mother and daughter are doing very well and are now back at home. I am sure you will join the practice in wishing the new arrival, her sister and her parents all the best for the future.



The Practice Team
Fortrose Medical Practice

June 2009