

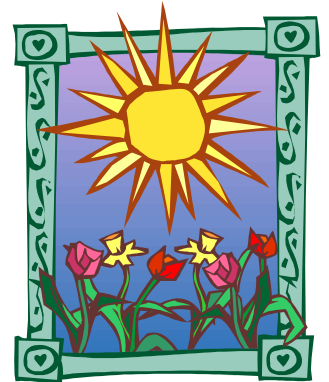
Fortrose Medical Practice

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NEWSLETTER

Spring 2011



Dear Patient

Welcome to our latest newsletter. With the first signs of spring appearing outside let's enjoy the warm sunshine, albeit at times spoilt by wind, rain and even the odd late snow shower.

Please take some time to read our latest newsletter with important information for our patients:

Practice Closures

Fortrose Surgery will be closed on the following bank holiday days:

- **Good Friday, 22nd April 2011 and**
- **Friday, 29th April 2011 (Royal Wedding)**

In addition the practice will be closed for Protected Learning Time (PLT) in the afternoon from 1pm on the following days:

Wednesday, 23rd March 2011
Tuesday, 12th April 2011 (to be confirmed)
Tuesday, 10th May 2011 (to be confirmed)
Tuesday, 7th June 2011
Tuesday, 13th September 2011
Tuesday, 4th October 2011 (to be confirmed)
Tuesday, 8th November 2011
Wednesday, 15th February 2012

If you need medical attention or advice when the surgery is closed, please contact NHS24 on telephone 08454 242424. NHS24 is a 24 hour health service which has round the clock advice and support.

In an emergency dial 999.

BREAST SCREENING

Who is invited?

The Scottish Breast Screening Programme invites women aged between 50 and 70 years old every 3 years. Women over 70 are encouraged to attend by contacting their local screening centre for an appointment (telephone number see below).

When is the next screening for Fortrose patients?

The next breast screening for Fortrose patients takes place between 15th April and 14th July 2011. For more information, please contact the breast screening department in Raigmore:

Highland Breast Screening Centre: Telephone 01463 713 222

PURCHASE FROM THE EQUIPMENT FUND

The practice occasionally receives donations from patients, their families and friends. Those donations are very gratefully received and are ring fenced for special purchases which enhance the patient experience or provide extra patient benefits over and above the standard requirements. We have recently had the funds to purchase a dummy resuscitation model, which will enable us to provide basic resuscitation training for all staff in-house. On behalf of the practice I would like to thank all who have donated to the practice.

CHARITY COLLECTION 24.12.2010

The reception team initiated a casual day on Christmas Eve for the Munloch Animal Aid and managed to raise £34.69. We would like to thank everyone for their donation and support.

FLU VACCINES

If you are entitled to - and have not got your flu vaccine yet - you can still ask for it until the 31st March, when this year's flu vaccination campaign ends. Please contact the surgery for an appointment or if you have any questions about whether you are entitled.

VIOLENT OR AGGRESSIVE BEHAVIOUR

We would like to remind patients to respect our zero tolerance policy on aggression and violence. Our staff are here to help you and will do all they can to do so. Swearing, shouting and other display of aggressive, violent or threatening behaviour, whether in person or on the telephone, will not be tolerated and might result in the removal from our patient list. Should you have a problem with a member of the team, please contact our practice manager to discuss the issue.

With the best wishes for a healthy, sunny and enjoyable springtime

The Fortrose Medical Practice Team



March 2011