

Fortrose Medical Practice

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NEWSLETTER

Autumn 2008



Dear Patient

Welcome to our latest newsletter. Summer is gone and we hope that you were able to enjoy the sunny days we had. Temperatures are falling, the leaves are turning and this can mean only one thing:

FLU VACCINES

We have received our first delivery of influenza vaccines and ask patients who are entitled, to book their appointments now. All patients 'at risk' are entitled to a free flu jab, this includes:

- ✓ 65 years of age and over (or turning 65 soon)
- ✓ Diabetic
- ✓ Heart, Renal, Respiratory or Liver disease
- ✓ Immunosuppression
- ✓ Carer (paid or unpaid)
- ✓ Poultry workers

If you do not fall into one of the above categories but feel you are at risk or have a specific need please speak to your GP or the practice nurse to see if you can receive the immunisation.

If you already have an appointment for other reasons - and you are entitled to a free flu vaccination - you will be offered the injection at your visit, so there is no need to book an additional appointment. The vaccination can be administered by GPs, nurses and health care assistants.

HPV VACCINATION (CERVICAL CANCER)

You will have heard that the HPV vaccine (against the **Human Papilloma Virus** that can cause Cervical Cancer) is now available. The immunisation is aimed at girls 11 – 13 years old, but there is also a catch-up for all girls still in school and for those who have left school up to the age of 18 years. The immunisation consists of three injections over the course of one year. Most of the immunisations will be administered in schools and this has already started at Fortrose Academy. An initial invitation letter from NHS Scotland will be sent

out to eligible patients who have already left school. The letter will ask the patient to contact their GP to arrange discussion around HPV. The surgery will also receive a list from NHS Scotland of those patients for follow-up.

More information on the vaccination programme can be found on the following website www.fightcervicalcancer.org.uk and we have leaflets available in the surgery.

EXTENDED HOURS

The surgery now offers appointments on a Tuesday evening until 7.15pm with one of our GPs (pre-booked only). These additional appointments have been introduced to meet the needs of patients who cannot attend surgery during the day.

DISABLED PARKING

Due to a number of incidents can we please ask all visitors who are NOT registered as disabled to use the car park next to the surgery, and leave the two disabled places in front of the house for patients who need them. Thank you for your understanding.

LOST / FOUND

Over the last months we have collected 2 boxes full of items left behind by visitors to the practice, e.g. car keys, glasses, children's' toys, items of clothing etc. If you are missing anything after you have been to the surgery, please do not hesitate to ask at the front desk.

SMOKING CESSATION

We are delighted to report that our Smoking Cessation Adviser Frances Hobson has successfully helped 10 patients to stop smoking since the beginning of this year. If you are currently a smoker and wish to cease the habit, the practice, and Frances in particular, would be delighted to help. All you need to do is to ring the surgery and book an appointment with Frances.

STAFF CHANGES

We are happy to announce that Amanda Cochrane has been accepted to undertake nurse training with the University of Stirling, based at Inverness. We are sad to have lost a valuable member of our reception team, but the practice, and I am sure the patients, wish her the very best in following her new career, where she joins her former colleague Kelly Jansen.

We are pleased to announce the appointment of Fiona Taylor as full time Receptionist/Administrator. Fiona joined us on 1st September and is already proving a valuable member of the practice team. I am sure you will join us all in welcoming Fiona.

RECEPTION OPENING TIMES

Can we please remind patients that reception opening hours are between 8.45am and 6pm Monday to Friday. Only during these times can appointments be booked. If you wish to cancel an appointment you can do so

24 hours / 7 days by either phoning and selecting the appropriate option (this will leave a message on the answering machine), sending an email or use our website www.fortrosesurgery.co.uk

Please remember to give your name, the appointment time and which clinician the appointment is with so that we can successfully cancel. Any cancellation received less than 1 hour before the appointment, will be treated as a DNA (did not attend).

PATIENT QUESTIONNAIRE

Patients randomly selected by the Scottish Executive will be receiving a short questionnaire on patient access during October. The practice has had no input into the questionnaire or the patients selected. We do however encourage patients to fill in and return these questionnaires in the prepaid envelopes.

This questionnaire is entirely separate to the more comprehensive one carried out by the practice annually which we use internally to review – and improve - our own performance.

ALLIANCE - BOOTS CHEMIST IN FORTROSE

As you may be aware the Fortrose Pharmacy is being rebranded under the Boots chain. The refurbishment takes place from lunchtime 18th October until 21st October inclusive. HOWEVER on the 20th and 21st there will be a prescription service (no retail sales).

The Practice Team
Fortrose Medical Practice

October 2008

