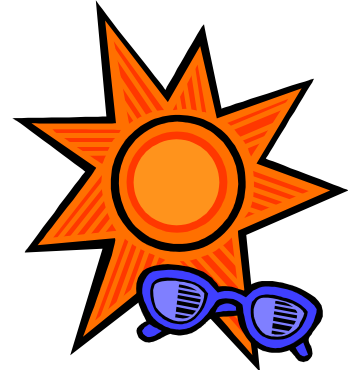


Fortrose Medical Practice

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NEWSLETTER

Summer 2011



Dear Patient

Welcome to our latest newsletter.

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

Practice Closures

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

Tuesday, 13th September 2011
Tuesday, 4th October 2011
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.

Dr. Iain Forth - Dermatology Diploma

Dr. Iain Forth has passed his Diploma in Dermatology with distinction. I am sure you will join the practice in congratulating Dr. Forth for his achievement which will no doubt benefit patients of our practice who experience dermatological problems.

Highland Hospice Sale of Sunflower Badges

We would like to thank all patients who bought a sunflower badge and donated to the Highland Hospice – together we raised **£53.22**. Thank you!

Flower Pots outside the Practice

You probably have noticed the flower pots outside the surgery have once again been filled with lovely summer flowers. We are very grateful to the St Boniface Ladies who provided the plants and arranged them in their pots and we would like to thank them on behalf of all our patients, staff and all passers-by who enjoy them. **Thank you!**

'A Day in the Life of': A Health Care Assistant (HCA)

By Frances Hobson, HCA / Medical Receptionist

Just arrived, first patient already waiting, I'd better get a move on.

"Good morning Mrs X, how are you today, what a lovely sunny day" (we haven't had many of them recently!). We both have a little chuckle.

"An ECG has been requested by Dr MacGregor, have you had one before? Don't worry, there's nothing to worry about, I will explain everything as I go along. You haven't got tights on have you?"

"I'm just going to put these sticky pads on your ankles, wrists and chest and attach these leads to them. You won't feel a thing, you will just hear your heart beating, and it only takes a couple of minutes."

Patient: "Why no tights?" "You would have to take them off, to get the sticky pads onto your ankles; they can be a bit of a nuisance for you to take off and on again, much better with little socks as you have on."

Patient: "Is that it? That was quick, I thought I may have had to take my clothes off, so pleased I didn't. I won't worry if I have to have one done again now." I see Mrs X out.

My next patient has already arrived, sitting in the waiting room, for a routine blood test. I see Mr Y almost on a weekly basis for his bloods, such a nice cheery man, his daughter's getting married next week so he has been telling me what arrangements he's been making on a weekly basis, he's so happy.

On going into the waiting room I see one of my patients looking rather upset and confused, "Hello Ms Z, you're not in to see me for another few hours, you're early today." I give my next patient the ok and take her in first as she is a little distressed and confused.

"Don't worry Ms Z, it is not a problem, we have squeezed you in, we just have to take your blood today, is that ok?" "Yes no problem, I'm really sorry I'm early". "It's not a problem, don't worry about it, we'll have you sorted in no time. What are you doing today? I think the sun is starting to shine; you could sit in that lovely garden of yours and have a cup of tea?"

"That's it, bloods taken, see, that didn't take long." I lead her out and walk her back to the waiting room. "You have a nice day now whatever you decide to do."

"Ok Mr Y you are next. Sorry to have kept you waiting." "It's not a problem dear".

"That's it, bloods done, see you next week, your daughter will be married by then, you'll be a free man." He laughs.

Dr Forth pops his head round the door: "Please can you chaperone for me, I have a lady in for an examination." "No problem". "On your way back, would you mind putting this sample in the fridge?" "Sure".

Back to the waiting room: "Oh hello little Gertrud, you're in to see me today, don't sit down, I will take you straight through. Just doing your blood pressure today, have you had this done before?" "No". "That's ok I will explain as I do it. I'm just going to put this band round your arm, it will give you a little squeeze but it won't hurt." "Ohhh, that gets quite tight!" "That's it, all done. You have a nice day." "I'm going to the cake shop now as a treat." "Your mum spoils you, you lucky girl, mum - don't forget to book an appointment on your way out for a month's time."

Tea time I think... or not.

"Oh hello Mr XYZ, you're early today, that's fine, don't sit down, I'll take you straight through. Now the Dr has asked for lots of things today, I'm going to do your blood, blood pressure, weight, height and at the end of all that an ECG. Have you had an ECG before?" "Yes, I have them quite regularly". "Excellent, so you know what I am going to do then...That's it all done. Have you got an appointment to see the Dr in a week's time? If not book one on your way out won't you?"

Right – let's get all blood samples sorted ready for the van, which will arrive at 2pm and take them to the lab in Raigmore.

As Health Care Assistants we are expected to do routine procedures and be on hand in case a Dr requires assistance. It is a rewarding job and no 2 days are ever the same. We get to know some of our patients quite well, which makes our job more pleasant and the patients more relaxed. There are two of us: myself (Frances) and Catherine. We currently work as HCAs on a Monday and Wednesday morning and wear our 'other hats' the rest of the week: myself summarising patient's medical histories on the computer and Catherine is our Senior Receptionist.

With the best wishes for a healthy, sunny and enjoyable summer time, whether at home or away,

The Fortrose Medical Practice Team

