



Dingwall Medical Practice

Summer Newsletter 2010



What's New?

Building Work

It is impossible to miss the building work going on around the Health Centre at the moment. Over the next year or so, there will be major renovations and extension to the existing building. The detailed plans can be viewed in the waiting room area. Inevitably, there will be some disruption to entrances and parking and there is also a possibility that the Health Centre will have to relocate for a few months. Your patience and co-operation during this work is much appreciated.

New Faces

We welcome Katherine and Sian to the front office and reception and Aimee to the IT team. The Practice has also appointed Dr. Louise MacLarty as a new partner.

Antenatal Care

There are changes in the way antenatal care is arranged. Women who find they are pregnant are now encouraged to contact the Midwives as soon as possible to arrange a booking appointment. Contact them on 01349 864571.

Repeat Prescriptions

As the phone lines are always very busy, we no longer accept phone calls for repeat prescriptions unless it is a genuine emergency. Please remember to hand in or send your requests in plenty time – usually 48 hours is needed. Alternatively you can email your request to :

High-UHB.GP55376-Admin@nhs.net

Appointments

The Practice now offers a mixture of routine, urgent and emergency appointments. Emergency appointments are for serious problems which cannot wait until the next day to be seen. Urgent appointments are for problems which are not a medical emergency but can't wait until a routine appointment is available. On most Wednesdays and Thursdays there are late surgeries with appointments available between 6pm and 8.30 pm. These are useful for patients who may have difficulty attending in working hours. Please use this system fairly with regards to the needs of others.

Last month there were **267 missed appointments** with the doctors and nurses. This equates to 44 hours, a whole working week of consultation time a month! If you are unable to keep your appointment, a quick call to cancel it is much appreciated by us and other patients.

We are aware that it is sometimes difficult to see the doctor of your choice. This is because some GP's work part time, some may be on leave and there is also a doctor assigned to the Ross Memorial Hospital each month so your preferred GP may not always be available.

National Patient Survey

In the recently published National Patient Survey, the Practice achieved 83% positive response for overall arrangements for getting to see a doctor, and 92% for getting to see a nurse. The full Patient Survey results for the Practice can be seen at:

<http://surveyresults.bettertogetherscotland.com/>

Patient Participation Group

We are looking for patients who want to get involved in the patient participation group. The aim of this group is to work with the practice to help patients to take more responsibility for their own health and to provide patient feedback about the service. Please contact Dr. MacLarty if you would like to become involved.

Kick The Habit

For those of you who smoke – why not make 2010 the year you stop? Statistically you are more likely to stop smoking if you have support from others. There are regular smoking cessation clinics run by Health Visitor, Jackie Ross. Call the Health Centre to arrange an appointment. If you are online- www.cantstopsmoking.com provides lots of useful information and hopefully some inspiration!



Intercare-Drugs For Africa

In this country, unused prescription items can not be re-used for another patient. £800 million worth of drugs are dispensed and not used. These drugs can be very useful to doctors and patients in the Third World. Intercare is a charity which collect surplus drugs and medical equipment and distribute it to clinics in Sub-Saharan Africa. If you have any full boxes of medication or other prescription items such as catheters, which are no longer needed, please help support Intercare by handing them into the surgery. It is important that any drugs are in date.

Useful Contacts

Health Centre

01349 863033 or 863034

Dingwall Medical Group Practice Website

www.dingwallhealthcentre.co.uk

Midwives

01349864571

Health Visitors

01349866410

NHS 24

08454 24 24 24

www.nhs24.com

Round the clock, up to date information and self care advice. Also the number for contacting a doctor out of hours.

Breathing Space

0800 838587

www.breathingspacescotland.com

A free and confidential phone line service for any individual who is experiencing low mood or depression, or who is unusually worried and in need of someone to talk to.

NHS Inform

0800 22 44 88 (8am-10pm)

www.nhsinform.co.uk

NHS Inform is a new national health information service.