

HOME VISITS ...

If you feel you require a home visit, please contact 0345 337 9911 before 10am. The doctor will return your call to discuss your request. Please remember, the doctor can see five patients in the surgery in the time it takes to see one patient at home. The doctor will only have limited equipment and it is often difficult to perform a full assessment of your condition at home.

RESULTS

For test results call 0345 337 9911 between **11.00am – 5.00pm** and press option **3**. Please note, results cannot be given to patients outwith these times.

NEW BUILDING UPDATE

Work has started at the Inverurie Hospital Site on the new Health Centre, with expected handover in mid-2018. We are all looking forward to moving in!

MISSED APPOINTMENTS

Patients missing appointments is an on-going problem. If you are not going to be able to attend, please let us know as soon as you can. Appointments can be cancelled by telephone or via our website. We are able to offer a cancelled appointment to other patients, often at short notice.

Welcome

Welcome to issue 4 of our Practice newsletter

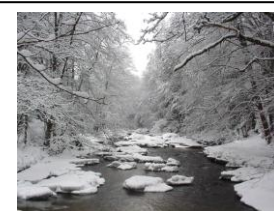
We hope everyone enjoyed the festive season. With spring just round the corner, it is time to update you on developments within the Practice.

From Monday 6

February, patients will be asked to complete a questionnaire after they have seen the doctor. The results form part of the GPs on-going training and development.

IN AN EMERGENCY ..

If you feel your call is an emergency dial **0345 337 9911** and press **1** when prompted. Explain the urgency of your call to the receptionist.



STAFF UPDATE

Dr Fiona Marr, our GPST1, is leaving us at the beginning of February to return to the hospital for her GPST2 training period. She will be returning to us in August 2018 for a year as a GPST3, which will be the final year of her GP training.

Gail Thomson, Practice Nurse, has returned from maternity leave. Gail's role will be focusing on asthma, INRs and Dementia Screening.

Two of our Family Health Team retired during December – Annie Newlands and Pat Shand. We wish them both a long and happy retirement.

STRICTLY COME PRANCING

Dr Karen Barker and her husband will be taking on a personal new year challenge by learning to dance a quickstep for Strictly Come Prancing Banchory, in aid of the Forget Me Not Club, which provides free care and support for patients with dementia and their carers. They will be competing for the glitter ball on 25 March along with other brave couples, and we wish them luck. Keeeeeeep dancing!

FLU VACCINATION

We still have a supply of flu vaccination in Practice for any patient who falls into an "at risk" group. Take the chance to protect yourselves over the winter months. Call 0345 337 9911 to arrange your appointment.

PNEUMOVAC

Some patients will still be waiting for their Pneumovac vaccination – unfortunately there is a national shortage of supply. Patients will be contacted when we receive vaccinations.

CHARGES FOR NON-GMS SERVICES

The Practice is contracted to carry out General Medical Services (GMS). Sometimes patients require a letter/report for services that fall outwith GMS and therefore incur a fee.

A list of chargeable items is displayed throughout the Health Centre or available from reception on request. You should be made aware if a fee is to be charged prior to the work being carried out. Payment is required prior to collection.

APPOINTMENTS SYSTEM

We are currently in the process of a total revamp of our GP appointment system. We are planning to go live with this in mid-April. More information will be available on our website and in the Practice nearer go-live date.

VETERANS

As a Practice we are trying to record accurately our patients who are veterans, following guidance from the Department of Health. This means that any onward referrals, where the medical condition relates to prior service, can be annotated with this information. This is consistent with the “military covenant”, recently enacted into law, in which the Government has committed for there to be “no disadvantage” to veterans and their families.

We would appreciate it if you could inform the Practice of your status as a veteran. Veterans include those who have served for at least one day in either the regular or reserve Armed Forces alongside Merchant Navy and Fishermen who served on a vessel that was operated to facilitate military operations. Once we have been informed of your status as a veteran, we can update your electronic medical records to reflect this.

Further information can be found at : <http://www.nhsinform.co.uk/veteranshealth/>

THInC

Do you need travel advice for attending health and social care appointments? If so, talk to THInC.

THInC is the Transport to Healthcare Information Centre for the NHS Grampian area, which provides advice on travelling to health or social care appointments.

Members of the public can call for practical and free transport advice on travelling to an appointment in the Grampian area. They can help with information on bus services, train times, dial-a-bus services, taxi companies with wheelchair-accessible vehicles and community transport.

THInC is open from 9.00am – 4.30pm Monday to Friday. Telephone : 01224 665568 or e-mail : travel@thinc-hub.org

DEFIBRILLATORS

In North East Scotland, there are approximately 370 cardiac arrests a year. Despite medical intervention, very few people will survive a community cardiac arrest.

Promptly dialling 999, performing CPR (cardiopulmonary resuscitation) and using a PAD (public arrest defibrillator) can increase the chances of survival significantly. In a cardiac arrest **EVERY** second counts. The sooner the victim receives CPR and defibrillation, the greater their chance of survival. In the Garioch area, there are several defibrillators, however the location of these devices are unknown to many.

Firstly, we would like to increase public awareness of the location of local community defibrillators and request that businesses/groups who have one inform us so we can publish a list of the locations of these lifesaving devices in the next edition of our Practice Newsletter. Please e-mail this information to inverurie.administrator@nhs.net

Secondly, we would recommend that businesses/groups who have a PAD should register it with the Scottish Ambulance Service so that in the event of a cardiac arrest, the Ambulance Service can signpost the person calling 999 to the nearest defibrillator. This can be done online at <http://pad.scottishambulance.com>

Useful links :

www.life-saver.org.uk

www.bhf.org.uk/heart-health/how-to-save-a-life/how-to-do-cpr

Why not check out our Practice website : www.inveruriemedicalgroup.scot.nhs.uk