

Summer Newsletter

Volume 1, Issue 4

July 2006

Welcome to the fourth Practice Newsletter. We hope to produce a newsletter twice a year, providing information on the development of the Practice, seasonal medical advice, news from the various team members at the Practice as well as other areas of interest.

We welcome input from you and if you feel you would like to contribute as a patient, anonymously or otherwise, please approach Kim O'Donnell, Practice Manager.

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Appointment System...the facts

We have changed the appointment system gradually over the past year. The main reason for this was the increasing length of time patients were waiting to see a Doctor.

We now have a tiered system, with appointments that can be booked up to a week in advance as well as "on-the-day" appointments for patients who feel they need to be seen that day.

Monday and Friday are usually our busiest, as well as days following a public holiday. On these days, there are very few pre-bookable appointments but more on-the-day appointments.

If you are asked to return to see a Doctor in a month for example, we would ask you to mark your own diary and call the surgery a week prior to the appointment. You should then be able to book a date and time that suits.

If you feel that your medical condition requires immediate attention and there are no appointments available, the receptionist will take your details. We will then arrange a time suitable to the



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Doctors to see you that day. It may be sufficient to deal with the problem by phone. If an appointment is needed, this will be arranged for you.

Remember that we also have telephone appointments every day for problems that can be dealt with by phone.

Please bear with us as we strive to find the best system for all patients at the surgery.

Practice Patient Group

We are currently looking to set up a Patient Group for our Practice. We envisage meeting twice yearly to discuss the Practice and relevant issues that affect the patients who use the practice.

The group needs to be representative of the diversity of patients in the practice and with that in mind we would encourage older and younger patients to apply.

The group will be comprised of 6 patients as well as the Practice Manager, a GP and another health care professional.

If you are interested, please contact Kim O'Donnell in the first instance for further details.

Plan your summer holidays

Remember that you may need vaccination cover for your holidays in the summer. We run a Travel Clinic with the expertise of our Practice Nurses. Complete the Travel Clinic form and book an appointment. You may need to collect a prescription before attending the appointment.

Please remember that vaccinations and medicines required for travel / holidays are not available on the NHS. We charge a nominal fee dependant on the advice / treatment given. Local chemists will charge you for the cost of the medicine.

The internet provides additional information
www.fitfortravel.scot.nhs.uk

Building News

The doors to the Health Centre have been upgraded to comply with legislation. This has improved the access to the building for all patients, most notably those in wheel chairs and families with young children in prams. We hope you appreciate the little changes to the building.

We have had a few tradesmen in helping with the redesign of the clinical and reception rooms. Work may continue for several months still. We apologise for any disruption to normal services that may occur although we anticipate very little effect to the patient areas.

Pharmacy News

Medication review is a process that is undertaken on a regular basis. Patients who take numerous medicines for a variety of conditions inevitably feel that they are taking too many medicines. Josie Johnston, Practice Pharmacist, is currently devising a protocol to target patients who take more than four medicines on a regular basis. If you are invited to attend the surgery for such a review, we would encourage you to keep

New Telephone System Same Telephone Number

We have installed a new telephone system at the start of July in response to the increasing demands placed on the telephones. With the large number of calls received in the mornings, we felt it best to bring in a system which allows you to hold for the reception staff to answer as opposed to ringing out or getting an engaged tone. The cost of the phone call is the same as a normal BT local call.

This change has come as a result of the Patient Questionnaire and the concerns raised by you. We hope this improves the service for you.

Parking at the Health Centre is becoming increasingly difficult. The car park is solely for patients attending the Health Centre and staff. It is used frequently by shoppers and others which invariably means patients are not able to get parked. We urge you to use the car park for Health Centre business and not for messages in the Ferry. Please be mindful of patients needs at times of ill health.

Should you have any concerns about the building and its surroundings, we would advise you to write to the Practice Manager who can forward your letter to the Health Board.

the appointment and use the opportunity to discuss your medicines.

Have you too many medicines at home? With each repeat prescription, we are asking you to ensure you get the correct amount. Let us know what amounts of medicine you need to even up all your prescriptions and we will endeavour to comply with your request.

Are you aware that many common medicines are available over the counter at your Pharmacy at a fraction of the cost of a prescription charge?

Flu Vaccination Campaign 2005 & 2006

October 2005 saw a mass vaccination of patients for the influenza virus. Over 2100 were vaccinated. 725 patients were vaccinated on "Vaccination Saturday", the largest number of vaccinations in one day throughout Dundee.

Staff greatly enjoyed the day and we hope those of you who attended benefited from the busy but rewarding day.

The campaign will return in 2006 and we suggest you look out for information concerning dates which will be posted in the surgery. This should be from September 2006.

Patients over 65 years, and those with chronic illnesses such as asthma, diabetes and heart disease are encouraged to attend for the annual vaccination.

Eligible Conditions for Flu vaccine

- Age over 65 years
- Chronic heart or chest condition

- Chronic kidney disease
- Diabetes
- Lowered immunity due to disease or steroid treatment
- Those resident in nursing homes or care homes are also eligible.

For most people flu is an unpleasant experience, but not life threatening. However it can be a very serious illness for older people or those in the 'at risk' groups. You should not wait until there is a flu outbreak. Flu vaccination is safe and effective. Most people experience no or only very minor side effects and the vaccine cannot give you flu

Practice Staff News

Lorraine Smith, Senior Practice Nurse, leaves us in July for a research post. We will be sad to see Lorraine go for she has dedicated a lot of her time to the patients in Broughty Ferry. We wish her all the best in her new role. **Linda Lamb**, Practice Nurse, has moved back to the District Nursing team based at Broughty Ferry Health Centre. She will be missed by the Practice but we are glad we have daily contact with her and her colleagues in the District Nursing team.

We hope to welcome new colleagues to the nursing team in the near future.

Dr Young has started a position with the Primary Care Group looking into the role of communication between hospital and general practice. His post takes him away from the surgery one half-day a week. **Dr Elliott** has recently started a post at Kings Cross Hospital in the Physiotherapy Clinic treating Orthopaedic patients, offering an additional service to the traditional referral pathways used. This involves two half mornings per week.

Dr Levin competed in the Dundee Half-Marathon again in June. He beat the 1 hour 50 minutes achieved last year by over 5 minutes.



Dr Elliott with John & Sinead Kerr at the Winter Olympic Games in Turin, February 2006

BROUGHTY FERRY HEALTH CENTRE

103 Brown Street
Broughty Ferry
DD5 1EP

Phone: 01382 731331

Fax: 01382 737 966

Opening Hours

08.00—18.00
Monday to Friday

Partners
Dr Christine Hankinson
Dr Colin Levin
Dr Lynda Scullion
Dr Niall Elliott
Dr Douglas Young

Salaried GP
Dr Rachel Cooke

Practice Manager
Kim O'Donnell

Senior Practice Nurse
Lorraine Smith

Practice Pharmacist
Josie Johnston

A Rattling Good Dittie" by Mrs Jean Hendrie

I wonder if all the tablets, that I take every day,
know their destination or ever get lost on their way.
'Cos for my arthritic knees, I have to take a few,
the water pills, I have to take, means I'm never off the loo.
I take some for angina, and bowel problems as well
And sometimes take other ones if I take a dizzy spell.
I have one for my cholesterol, one to thin my blood too.
Then I often get antibiotics for a chest infection or flu.
So sometimes, when I hear a great big rattling sound,
I know its only my tablets, trying to find their way around!

Medicine on the WWW

www.bbc.co.uk/health

Wanting to find out the latest news on health related issues? The BBC manage to combine latest news articles with health advice and useful links to other health related issues.

This is a useful site to update you on the Bird Flu situation with links to Government Departments and press releases from the Chief Medical Officers in Scotland and London.

www.teenagehealthfreak.org/homepage/index.asp

This site is designed for the young people. It has a comprehensive list of topics that are relevant to the health of the teenagers in Broughty Ferry. If you have health questions that you have difficulty asking at home, you should find the answers in this website. All consultations with the Doctors and Nurses at the surgery are confidential and we would encourage you to come and talk to us if you need to.



Broughty Ferry Health Centre Football Team competed in the Broughty Ferry Gala Week (2005) 5-a-side competition and won 1 game, drew 4 and lost 1. The team was ably supported by our reception staff who supplied drinks and rubs. Thanks to Rory Scullion, Drs Weber, Austin, McIntosh and Slane for their playing support