

TELEPHONE  
NUMBERS

APPOINTMENTS/  
ENQUIRIES  
771209

REPEAT  
PRESCRIPTION LINE  
771886

DISTRICT NURSES  
DIRECT LINE  
771540

HEALTH VISITOR  
GILL COOKE  
DIRECT LINE  
771150

COMMUNITY  
PSYCHIATRIC  
NURSE  
EUNICE  
JOHNSTON  
DIRECT LINE  
771618

UPDATING  
PATIENT  
DETAILS

We would like to remind everyone that it is very important that we have your correct contact details. Should there be any changes please let us know as soon as possible as new regulations require that if the Practice or the Health Board are unable to contact you, after a period of 6 months, we are obliged to remove your name from our list.

It would also be useful for us to have note of mobile numbers and work numbers - please tell the receptionist who will be happy to update your records

# Dounby Surgery News

ISSUE 2

NOVEMBER 2007

We are delighted that our first newsletter has been very popular and we have had some good ideas for future issues. This issue will cover the Christmas period and we would like to take this opportunity to wish everyone a very Merry Christmas and Happy New Year.



Dounby Surgery will be closed from

**4.00pm** Monday 24th December

to

**8.30am** Thursday 27th December

and

**05.45pm** Monday 31st December

to

**8.30am** Thursday 3rd January

When the surgery is closed you can contact NHS 24 via the usual surgery number 771209. If you wish to use the NHS24 Hour number it is 08454 242424.

## ORDERING REPEAT PRESCRIPTIONS OVER THE HOLIDAY PERIOD

If you require a repeat prescription please order early to make sure you do not run out while the surgery is closed for the holidays.

As always, please allow 48 hours before collecting.

## FOR REPEAT PRESCRIPTIONS

Tel: 771886

## HAVE YOU HAD YOUR FLU VACCINATION YET?

We still have some supplies of the flu vaccination left — if you have not had one yet, please make an appointment with one of the practice nurses before supplies run out

Flu vaccine is indicated for the following people:

- Everyone over the age of 65
- Anyone under 65 with:
  - Chest disease
  - Asthma
  - Diabetes
  - Heart disease
  - Kidney disease
  - Problems with immune systems
  - Neurological conditions including stroke or MS
- A main carer for elderly or disabled

The Pneumococcal vaccine will also be offered to those who have not yet had one.

## FESTIVE CHEER

The festive season is upon us again and many of us enjoy a few glasses of good cheer. We would be the last to spoil anyone's fun but just a timely reminder that the recommended weekly alcohol consumption for women is 14 units and men 21 units. (1 unit = 1 pub measure of spirits, 1 glass of wine or ½ pint of beer or lager). As at any time of year do not be tempted to drink and drive.

**Appointments**

We would like to remind everyone how important it is to keep their appointment and if they are unable to attend for any reason that they inform the Surgery, as that appointment could be used for someone else in need of one. In July alone, we had 31 "Did not Attend" appointments which in time amounts to between 6 and 7 hours wasted time between our Practice Nurses and GP's, when other patients could have been seen.

It is also very helpful if patients requiring longer than 15 minutes with a doctor or longer than 10 minutes with a Practice Nurse, request this at the time of making the appointment so that Clinics can be managed better.

**SURGERY OPENING TIMES**

Monday to Friday  
08.30 - 05.45

Late evening Tuesday to 07.45

**Public Holidays**

The Surgery will be closed on the following Public Holidays:

2007

December 25th and 26th

2008

January 1st and 2nd

March 24th (Easter Monday)

All Public Holidays are classed as Out of Hours which means they are covered by NHS24 cover.

The local Community Nursing Fund was set up in 1991 by Lydia Harvey and Jean Craigie to raise funds to purchase medical equipment that would benefit our patients. Over the years, people have given very generously to the fund, which has allowed us to purchase equipment that without the fund the practice would not have been able to afford.



Louise, Elma, Susan

Recently, Elma Dunnett presented the practice with an extremely generous cheque of £850, which was raised at her recent "special" birthday party.

We have a list of equipment that we would like to obtain using the fund and will keep you informed of any purchases in future newsletters.

**LOOP SYSTEM:** We now have a loop system for patients who may have difficulty hearing during consultation. If you require to use the system, please ask at reception and someone will arrange to have it set up for your consultation.

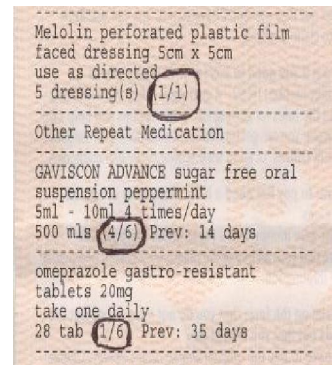
**Staff Training & Meetings**

It is extremely important in these days of continual change that all staff members are kept up to date with what is expected of them, we therefore endeavour to have a regular monthly meeting and staff training. The surgery will therefore be closed on the following afternoons:

- Tuesday 4th December 2007 - closed 1.00 - 2.30
- Tuesday 8th January 2008 - closed 1.00 - 2.30
- Tuesday 5th February 2008 - closed 1.00 - 5.00
- Tuesday 4th March 2008 - closed 1.00 - 2.30

**Repeat Prescriptions - Tel 771886**

We know it is confusing as to when you can or cannot order a repeat prescription or if you need to see the doctor or nurse before more are issued. The example on the right is from the slip of paper that comes with your prescription and the highlighted numbers indicate how many issues remain before you need to be seen (for example the first item was only one issue (1/1), the second item could be ordered twice more (4/6) and the third item can be issued five more times (1/6). We hope this makes this a little clearer to understand.



Could we remind you that there is 48 hour notice (2 working days) for ordering repeat prescriptions due to the large volume of prescriptions that are processed each day. If you are placing a request in the Repeat Prescription Box it would be helpful if you could make it clear exactly what drugs you want.

**CONSULTING TIMES**

|           |               |               |
|-----------|---------------|---------------|
| MONDAY    | 08.00 - 12.00 | 02.00 - 04.45 |
| TUESDAY   | 08.00 - 11.00 | 03.00 - 06.45 |
| WEDNESDAY | 08.00 - 10.00 | 02.30 - 04.30 |
| THURSDAY  | 08.00 - 11.45 | 03.00 - 04.45 |
| FRIDAY    | 10.30 - 11.45 | 02.30 - 04.15 |

