

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 1

AUGUST 2007

Welcome to the First Dounby Surgery Newsletter. We have been planning it for some time and we are delighted, at last, to have it up and running and available to our patients. We plan to produce it on a quarterly basis, to inform you of news and changes within the Practice and any relevant health advice. It will also give our various departments and community attached staff a chance to introduce themselves and let you know a bit more about their jobs and the services they provide.

Changes up to August 2007

We were delighted that Dr Elspeth Logan, who originally did regular Locum work for us, joined us last year as a Salaried GP, and as from 1st of April this year she has become a Partner.

So far this year we have had to say cheerio to Laura Stevenson who has been a Cleaning Lady here for nearly 4 years, but we are delighted to welcome Helen Wilson who has replaced her and now works with Marga Spence who is our other Cleaning Lady.

We have also said cheerio to Stella Martin who had been doing relief duties for our Practice Nurse Michelle Hill, but we are delighted to have Karen Leask joining us. Not only is Karen acting as Michelle's relief, she is also doing a regular 11 hours per week so she is going to be a familiar face around the surgery.

Over the summer months we have had Claire Harvey assisting in the Dispensary, she has been a great help over the holiday season. Claire will be missed by us all when she goes away in September to study Pharmacy in Aberdeen and we wish her all the best with her studies.

NHS 24

As from the 2nd of July the responsibility for providing an Out-of-Hours service has been taken over by Orkney Health Board who have designated NHS24 as the service provider. It was not a change that was easy to make, but after lengthy discussions between ourselves, and the Stromness Practice (who have helped us provide the OOH's service to the West Mainland for many years) with Orkney Health Board, it was obvious that OHB's choice of service was an Orkney-wide service rather than the GP Practices responsibility. We hope that our patients do not suffer too much inconvenience with this change in service provision, but should there be any queries please contact either: Ony Tullock, Practice Manager, Dounby Surgery or John Rodwell, CHP Manager, NHS Orkney, Scott's House, Hatston, Kirkwall. Tel: 870414 or 888188. **To make life as easy as possible for our patients we have set up our telephone system so that you can contact NHS 24 via the usual surgery number 771209 between 6:00pm and 8:30am. If you wish to use the NHS24 Hour number it is 08454 242424**

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

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

PRACTICE NURSES

We have two practice nurses, Michelle Hill and Karen Leask. They offer a variety of services including:

General check ups, screening for heart disease and diabetes

Dietary advice, support and monitoring of weight-loss programmes

Wound care of minor injuries or leg ulcers

Treatment of warts and verrucae

Travel advice and immunizations

Ear syringing and hearing tests

Cervical smears

Emergency contraception and screening for sexually transmitted diseases

They also do routine blood pressure checks and organize annual screening of anyone with a chronic disease such as high blood pressure, chronic chest problems, heart disease, asthma or diabetes.

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 September 2007 - closed 1.00 - 5.00

Tuesday 2nd October 2007 - closed 1.00 - 5.00

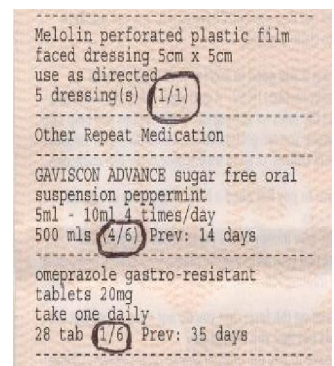
Tuesday 6th November 2007 – closed 1.00 - 5.00

Tuesday 4th December 2007 – closed 1.00—2.30

Repeat Prescriptions

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 a 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