

TELEPHONE
NUMBERS

APPOINTMENTS/
ENQUIRIES
771209

REPEAT
PRESCRIPTION LINE
771886

DISTRICT NURSES
DIRECT LINE
771540

HEALTH VISITOR
GILL COOKE
DIRECT LINE
771150

UPDATING
PATIENT
DETAILS

We sometimes need to contact patients with regard to requests for repeat medication or with results of tests and sometimes we only hold a patients home telephone number.

At the reception are forms for completion and it would be very helpful to have other contact details, especially if you are working should we need to contact you during working hours.

Thank you.

Dounby Surgery news

ISSUE

SUMMER 2009

.SURGERY STAFF NEWS

CONGRATULATIONS to Sheila Mainland for passing her RGN qualification and to all the District Nurse Team who have all passed their Cleanliness Champions Course.

SOS DOUNBY CAMPAIGN

Things may have gone quiet with respect to the above, but I can assure you that we are still very much in the throes of protecting the future of the practice services. Unfortunately, the process has been delayed due to the Orkney Health Board needing to form a Pharmacy Practitioners Committee. This requires election of seven members and three of these are lay members who then require training to perform their task. Training generally occurs once a year and this has been missed, but we are led to believe that the committee will be meeting at the end of August/beginning of September.

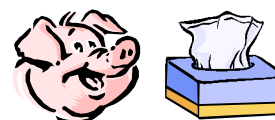
WATCH THIS SPACE

In the meantime, please continue to lobby your MP, MSP and write to the Orkney Health Board—addresses at reception. The more support in favour of maintaining the service as we know it, the more chance we have of success. SO, if you haven't done so already, please SIGN THE PETITION (on a clipboard at reception)

WE THANK EVERYONE FOR THEIR WHOLE-HEARTED SUPPORT SO FAR.

We will try to keep you abreast of the progress as we receive the information.

SWINE FLU



What is it ?

Swine Flu, or Swine Influenza, is an infectious respiratory disease that usually only affects pigs. The disease is caused by one of several swine influenza A viruses

How does it spread?

Swine influenza is thought to spread in the same way as seasonal flu. Seasonal influenza viruses are usually spread through coughing or sneezing by infected people.

What can we do ?

The single most effective way to stop or slow the spread of diseases such as swine flu is to prevent the spread of germs. Wash your hands regularly with soap and water, or an antibacterial hand gel if you are out and about, and cover your mouth with a tissue if you cough or sneeze, disposing of the tissue immediately.

More information

If you have flu-like symptoms and are concerned you may have been in contact with someone who may have swine flu, **PLEASE DO NOT ATTEND THE SURGERY.** Instead phone NHS24 on 08454 242424 and they will advise you on the best course of action.

ANNUAL PRACTICE SURVEY

Once again thank you for completing our annual practice survey. The results have been displayed in poster format and this is on the waiting room wall for anyone who is interested. Overall our scores have improved upon last year, rising from 71% to 77%, which is again 10% above the National average. Comments have been noted and we aim to act on these as far as possible. We will change the magazines more regularly. We are also in the process of organising a water cooler for the waiting room in preparation for our scorching summer! However, this may take a while to organise but we will do everything we can to expedite this as we feel it is extremely important, given the heat that develops in the waiting area. In the meantime, if you are in need of refreshment then please ask at reception for a glass of water. Access to GP appointments is always an issue and we have tried to address this by employing more doctors to provide an increased number of sessions and hope this is acceptable to everyone. If you have any ideas regarding possible improvements to the service then they will all be gratefully received, discussed and decided upon at our monthly practice meetings. Please place in the box at reception.

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:

Thursday 6th August 2009

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



TRAVEL HEALTH

Travelling to different climates and environments abroad can expose you to disease and health risks. You should be aware of the dangers and how to stay healthy.



VACCINATIONS AND IMMUNISATIONS

Visit your GP/Practice Nurse as soon as possible to check if you need any vaccinations or other preventive measures (such as malaria tablets).

GENERAL TRAVEL HEALTH TIPS

You should also make extra preparations if you have an existing medical condition.

- Take out adequate Travel Insurance check the health section of our country travel advice before you travel
- Drink plenty of water in hot climates to avoid dehydration
- Be safe in the sun - use a high-factor sunscreen and avoid excessive sunbathing between 11am - 3pm

LONG-DISTANCE JOURNEYS

- Don't wear tight clothing on long-distance journeys
- Do regular stretching exercises such as flexing and extending your ankles to avoid circulation problems
- Walk round at regular intervals on long flights
- Drink plenty of water on flights and avoid drinking too much alcohol.

CONSULT YOUR DOCTOR BEFORE LONG-DISTANCE TRAVEL IF YOU:

- Are pregnant or have given birth in the last 6 months
- Have a history of blood disorders, deep vein thrombosis or pulmonary embolism
- Are taking hormonal medication (including the contraceptive pill)
- Have cancer, heart problems or have recently had surgery.

EMERGENCY CARE SUMMARY

This is a summary of basic information about your health which might be important if you need urgent medical care when your GP surgery is closed, or when you go to an accident and emergency department. It means that all NHS staff looking after you can get important information about your health, even if they cannot contact your GP surgery. Remember that you can opt out if you wish. Please ask a member of staff to give you the relevant form and we can remove your details. Please read the booklet, "Your Emergency Care Summary" to help you decide.

APPOINTMENTS

All appointments are for an allocated time to discuss one problem with the doctor or nurse.

To avoid surgeries overrunning it would be helpful when you book your appointment if you tell the receptionist if you have more than one problem to discuss and they can then allocate a longer appointment time which would help to solve the problem of other patients waiting longer than necessary.

THANK YOU

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 2nd June 12.45pm to 5.00pm

Tuesday 7th July 12.45pm to 5.00pm

Tuesday 1st September 12.45 to 2.30pm

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

DOCTOR JOKE!

Patient: Doctor, I can't stop singing, What's new pussycat and Delilah.

Doctor: Sounds like you've got Tom Jones Disease.

Patient: I've never heard of that. Is it rare?

Doctor: Well—It's not unusual!