



Woodside Medical Group

Patient Newsletter



Autumn 2012

Welcome to the autumn edition of our quarterly Patient Newsletter. The days are noticeably getting cooler and the dark nights are creeping in, we hope you have all enjoyed the few summer days that we had. We hope you find our autumn edition full of helpful information.

New Staff Woodside Medical Group would like to Welcome **Practice Nurse** Sally Scott, **Administrator** Jean Shand, **Receptionist** Richie Todd and **Receptionist** Lesley Jamieson to the Practice.

Our nursing team have been hard at work putting together an article entitled 'Life as a Practice Nurse' which we are sure you will find interesting.

Flu Clinics

Winter will soon be here bringing all sorts of nasty flu bugs with it so it's a good job that you can start booking an appointment in one of our clinics for your flu jab. The flu clinics are running from Saturday 6th October 2012 until Saturday 1st December 2012 and you can make an appointment by speaking to one of the Reception team.

Remember to get your flu jab if:



- You are 65 or over
OR

you are less than 65 years of age but suffer from a chronic illness such as diabetes, asthma, COPD or kidney disease or have suffered from a heart attack or stroke etc.

If you are not sure if you should get the flu jab please ask a GP, Minor Illness Practitioner or Practice Nurse.

Whooping Cough

Pertussis (Whooping Cough vaccine)

There is a lot of Whooping Cough around at the moment and babies who are too young to start their routine childhood immunisations are at greatest risk.

If you are in week 28 of pregnancy or beyond, talk to your midwife, Practice nurse or GP and make an appointment to get immunised as soon as possible. There is also a NHS helpline, telephone **0800 22 44 88**. The helpline also provides an interpreting service.





Immunisations

For those who have access to the internet and are looking for information about immunisations of any kind, there is a new website for information: www.immunisationscotland.org.uk.

Immunisation Scotland is a 'one-stop-shop' site providing, in one place, information about all the current immunisation programmes in Scotland, the vaccines available and the diseases they protect against. Visitors to the site will be able to learn more about vaccines, when these are offered, and the diseases they protect against. The site includes updated information about MMR. In addition, it carries an interactive chart for parents and carers of babies and infants so that they understand when each immunisation is due under the Routine Childhood Immunisation Programme.



Appointments System

Our appointments system is very robust, ensuring that patients are seen by a GP according to their need for medical attention.

Routine appointments are available to be booked up to 6 weeks in advance and we have an allocation of 'on the day' appointments each day. Should you need to see a GP urgently and there are no appointments left on the day you phone, the Receptionist will advise you of this and offer to ask the Duty Doctor to call you back. It is important that you provide as much information as possible to the Receptionist when she asks you questions.

The Doctor will call you back and will make a clinical decision as to if and/or when you need to be seen. If you are seen, it may not be by your usual GP.

If you are unable to keep your appointment please phone the practice and advise the receptionist you are unable to attend - someone else may need your appointment.

We provide 10 minute slots per patient which are pre-bookable. Separate appointments should be made if more than one family member requires to see a Doctor.





Missed Appointments

208 patients did not turn up for their appointment in the month of September 2012. This is an extremely high number of appointments not being used and means that 208 other patients could have been seen. The demand for appointments is high so please remember to attend for your appointment or cancel it if you no longer need, or are unable, to come to the surgery.



Prescription line

The Practice has a dedicated telephone line for patients who wish to order their **prescriptions**. This service can be used 24 hours a day, seven days a week and can be accessed by telephoning **492050**. Just speak slowly and clearly **ensuring you leave your name, date of birth, contact telephone number & the names of medications you require**. Your prescription will be ready for collection 2 working days later.



Extended Hours @ Woodside

The surgery is open every Friday morning from 7am until 8am and the occasional Saturday morning for routine appointments only. The GMED out of hours service will continue to provide cover until 8am so the phones will remain switched off until this time and any queries regarding repeat prescriptions etc will not be dealt with until 8am.



Website

Our new website is proving a great success, please take time to browse through the varied and interesting information supplied within our website. **[woodsidedmedicalgroup.co.uk](http://www.woodsidedmedicalgroup.co.uk)**

This is the last hard copy of the newsletter. In future you will be able to access each edition on our website.

Should you have any ideas for future articles in the newsletter please do not hesitate to contact a member of the Reception staff.



The Life of a Practice Nurse



The nursing team consists of three practice nurses Jacqui, Sally, Rachel and Debbie our phlebotomist (someone who takes blood). Life as a member of the nursing team may at times be stressful but there is never a dull moment.

Typically they deal with whatever comes their way; routine and non-routine appointments involving dressings, some blood-sampling, injections, giving advice on healthy living, chronic disease management (conditions such as asthma and high blood pressure), helping with the Minor Surgery appointments twice weekly, dealing with emails and telephone calls, travel medicine, stocking up the nursing rooms and ordering replacement supplies.

We have a very good nursing team and they all get on well together, luckily, as they have to work quite closely together, and a sense of humour is vital. They are also really good at supporting each other. They work closely with the rest of the admin and reception staff without whom they could not do their job.

Most of you will be aware that one of our Practice Nurses, **Rachel**, has commenced her maternity leave. I'm sure you will join us in wishing her all the best for the forthcoming event.

Minor Illness Practitioner

Fiona McLeod is our Minor Illness Practitioner. As a Minor Illness Practitioner Fiona can prescribe and refer patients on if needed, and is able to see patients who present with an undiagnosed condition, so that they don't necessarily have to see a doctor. There are Minor Illness appointments available with Fiona for problems such as asthma, urine infections, rashes, allergies, emergency contraception, emotional problems, earache, and colds & coughs. Fiona offers telephone advice too and the reception staff can advise you of her availability and the appropriateness of appointments with her.



Wishing you all a spooky Halloween and a sparkling bonfire night.
Remember to keep safe

