

# Patient Newsletter

Tweeddale Medical Practice



SEPTEMBER 2014

Issue 31

## Autumn 2014 Edition

### Welcome to the autumn edition of your Practice Newsletter.

In this edition of our newsletter we have articles updating you on:

- **CHANGES TO OUR INR CLINICS**
- **FLU VACCINATION PROGRAMME**
- **PUT PATIENTS FIRST - RCGP CAMPAIGN**
- **QUALITY PRACTICE AWARD**

We hope that you find these articles helpful and informative but we are always looking for ways to improve **your** newsletter.

### Comments and feedback are welcome.

You can pass suggestions on to any member of staff in the practice - ask for a comments/suggestions form at reception or go to the "Contact Us" section of our website.

#### Inside this issue:

INR Clinic Changes	2
Flu Vac Clinics	3
Back General Practice Campaign	3
Quality Practice Award	4
When we are Closed	4



## CHANGES TO THE WARFARIN/INR CLINIC

We are in the process of implementing a new service for patients who take Warfarin medication with effect from Monday, 15<sup>th</sup> September.

This involves;

- ◆ A finger-prick blood sample on to a test strip.
- ◆ The test strip is inserted into a new hand-held machine (called a Coaguchek Monitor) which will give us the INR level.
- ◆ The INR level will be entered in to a new piece of software which will calculate the recommended dose and re-test date.
- ◆ This can be given there and then to the patient eliminating the current lab and haematology elements of the process and therefore the wait for your result.

We are just finalising the detail and will write to each individual patient concerned. The main thing to bear in mind at this stage is that the INR clinics are moving from Mon & Wed mornings to Mon & **Thurs** mornings (patients due for Wednesday appointments will be booked in to Thursday clinics). They will still be held in the Venepuncture Room in the Community Wing of the Health Centre.

**WE APPRECIATE YOUR HELP AND PATIENCE WHILE  
WE ESTABLISH THIS NEW SYSTEM.**

### STRESS CONTROL COURSE

NHS Highland will be running a 6 week Stress Control Course at **Kilmallie Community Hall each Wednesday evening from 6.00—7.30pm from 22nd October 2014.**

We all suffer stress at sometime and this course will give handy hints and tips on how to manage it.



## Flu Vaccinations

As Summer comes to a close and Flu season approaches please watch your mail and our website ([www.tweeddale.com](http://www.tweeddale.com)) for details of when we will be running our flu vaccination clinics. Last year we made a hugely successful change and opened the Practice on two Saturdays which worked extremely well. It is our intention to do so again this year. We will advise of dates as soon as possible.

In the meantime we urge everyone who is eligible to take up the offer of a free vaccination and keep flu at bay this Winter.

General Practice is the cornerstone of the NHS - dealing with 90% of all patient contacts for just 8.39% of the NHS budget.



**PUT PATIENTS FIRST**



**BACK GENERAL PRACTICE**

- ◆ Waiting Times Are Soaring
- ◆ Funding for General Practice is Plummeting

The Put Patients First: Back General Practice Campaign is demanding that the governments of the UK increase funding for general practice from the historic low 8.39% to 11% of the UK NHS budget by 2017.

**WE NEED YOU** - There is a hard-copy petition available to sign at the practice reception desk. You can also get involved online and read more about the crisis facing general practice and the campaign by visiting [www.rcgp.org.uk/campaign-home.asp](http://www.rcgp.org.uk/campaign-home.asp).

Supported by:



## EBOLA Guidance

Please note that on occasion it may be necessary for the staff to ask questions about your recent travel history, depending on your complaint/symptoms. This is purely precautionary and has been recommended by NHS Health Protection Scotland.

## QUALITY PRACTICE AWARD

Tweeddale recently attained the prestigious Quality Practice Award from the Royal College of General Practitioners for the 2nd time. This entailed an enormous amount of work by all the surgery team and is an award held by around only 20 other Scottish practices. We are extremely proud to have achieved this award which recognises the dedication of the Tweeddale team in maintaining high standards of patient care which we hope you all benefit from.

The President of the Royal College of General Practitioners will be visiting the practice on Wednesday, 24th September for the official presentation.

## STAFF UPDATES

- ◆ **Dr Victoria Scott recently finished her 4 month spell at the Practice and has moved on.**
- ◆ **We have been joined by Dr Roberta Lindemann who will be with us for six months this time and will rejoin us at various points in the future before settling here for a year in 2016.**
- ◆ **We have also welcomed Dr Andrei Sheveleu who will be working at the surgery for 1 or 2 days a week for the next year. Medical Student Miss Ami-Louise Clubb will also be with us for a few weeks.**
- ◆ **Both Drs Jha and Miernik will be leaving us soon having completed their GP Training. We wish them well in their new posts.**

## WHEN WE ARE CLOSED

Please note that the Practice will be closed for the afternoons of :

**Wednesday 17th September** and

**Tuesday 18th November**

for Protected Learning Time. These closed afternoons give us the opportunity to get together as a team for staff training and updates and are much appreciated. Urgent matters will be dealt with by NHS 24 by ringing 111 or the surgery number 01397 703136 as normally happens on weekends and in the evenings.

## Tweeddale Medical Practice

Fort William Health Centre Tel: 01397 703136

Camaghael

Fax: 01397 709811

FORT WILLIAM

E-mail: [high-uhb.gp55624](mailto:high-uhb.gp55624)

PH33 7AQ

[admin@nhs.net](mailto:admin@nhs.net)

