



Dunbeath Practice Newsletter

August 2004

Staff Changes

As some of you will already be aware, Sarah Young left us at the end of July to move back to England.

She has now been replaced by Mr Lee Kempton, who some of you may have seen at the surgery undergoing training.

Practice Nurse

Marion Pink has seen many of you for Well Person screening, which will continue and be extended to those over 50.

Invitations to this clinic will be sent out or offered to you. During October, these clinics will be cancelled in order to carry out our annual flu vaccinations.

Repeat Prescriptions

As mentioned in our last newsletter, we would ask that repeat prescription requests are made between 11am-12.30pm, except on a Tuesday morning where they can be made between 9-10.30am. This will allow for improved processing of your prescription.

Collection can be made after 11am, giving at least 24 hours notice. If you are only able to collect your prescription first thing in the morning due to work commitments, then we ask that you give us 48 hours notice.

Out Of Hours/NHS24

At present, Lybster surgery are cross covering for Dunbeath on a Tuesday afternoon and on 2 in 3 weekends. On a Tuesday, you will hear an answer phone message to phone Lybster if you contact the surgery. After 6pm, Lybster's calls go to NHS24, and also every weekend. If you phone the surgery, you will be put through to NHS24 who will take your personal details and details of the problem.

Someone will then phone you back, and you will be told of the outcome – whether you receive advice, whether you will need to travel to Lybster surgery to be seen, or whether you will receive a home visit from one of their two doctors.

As of 1st January 2005, however, all calls will be taken by Dunbeath Surgery and Dr Usher will be back to permanent on call.

Midwifery Cover

All out of hours calls for antenatal problems or possible labour will be triaged via the Henderson Wing at Caithness General. They will either ask you to attend the hospital, or will send out a midwife to assess you.

This is to save time for you if you should need admitted, and also save you the problem of knowing which midwife is on call. In an emergency, therefore, contact the hospital direct, and ask to be put through to the Henderson Wing.

Web Site

Any suggestions for content can be emailed to andrew@dunbeathsurgery.co.uk

It has been slow to develop in part due to lack of interest! Locum dates, etc. are on the web site.

Practice Development

All patient records are now fully summarised and on computer. This means that we now have a list of patients with chronic conditions such as diabetes, heart disease, high blood pressure, etc.

In future, these will be managed in separate clinics, and you will be recalled at regular intervals. This will be assisted by the practice nurse. If you feel you have not been seen recently, then please make an appointment.

Patient Participation Scheme

We have been very disappointed at the uptake of this, with no volunteers coming forward. We would still be interested in forming such a group to hear your views. If you are interested in becoming part of this group, then please contact Andrew Usher at the surgery or email andrew@dunbeathsurgery.co.uk

Also, over the next few months, you may also receive a patient survey to assess satisfaction with current services. If you do receive one, please fill it in as without your input we do not know how we are doing!

Remember, outside surgery hours the doctor is available for EMERGENCIES only on the surgery telephone number:
(01593) 731205

Other useful numbers include:-

Caithness General Hospital	(01955) 605050	
District Nurses	(01593) 731218	(answer machine out of hours – can also be contacted via hospital switchboard)
Chiropodist	(01955) 604758	(for appointments)
Health Visitor	(01955) 611479	
Home Help Department	(01955) 602413	
Social Work Department	(01955) 605040	
CPNs	(01955) 605128	