



Newsletter

Erskine Practice



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www.erskinepractice.scot.nhs.uk

Retirement/New Staff

Doreen Heffell

Doreen was a valued member of the practice team here at the Erskine Practice for the past 14 years but she has decided to spend more time with her family and retired on the 4 April 2014. She will be missed by both staff and patients and we wish her a long, healthy and happy future.

Paula McLaughlin:

We welcome Paula who has joined our reception team. She has previous health service experience working as a receptionist in General Practice.

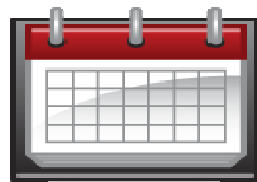
Public/Bank Holidays/Training Days

Public/Bank Holidays 2014

Monday 28 July 2014

Thursday 25 December 2014

Thursday 1 January 2015



Monday 13 October 2014

Friday 26 December 2014

Friday 2 January 2015

Practice Training Days (Closed from 12.30 pm)

Wednesday 27 August 2014

Wednesday 19 November 2014



Wednesday 24 September 2014

Bowel Screening Programme



All men and women aged 50—75 are automatically invited for bowel screening. Bowel screening involves a simple test done at home every two years.

From April 2013 if you are 75 or over you can still take a bowel screening test, however a test kit won't be automatically sent every two years. You need to ask for one by calling the helpline.

Bowel Screening Centre Helpline on 0800 0121 833

The Erskine Practice encourages all patients who receive a Kit to participate in this important screening. There are leaflets available in the waiting room and at reception with information also available on our website at: www.erskinpractice.scot.nhs.net

Scottish Breast Screening Programme



The Scottish Breast Screening Programme invites all women between 50 and 70 for breast screening approximately every three years. Invitations are not sent to people over the age of seventy, but you remain at risk of developing breast cancer and are still welcome to attend every three years.

The latest results show that our uptake for the period 20 May 2013—29 January 2014 was 69%. This is an increase from previous rounds. We would encourage all women to attend.

If you would like advice about all the screening programmes on offer in Scotland and improving your general health, visit:

www.nhsinform.co.uk/screening

Or call 0800 22 44 88

Smoking Status



When you are seeing the doctor or nurse, please inform them of your smoking status.

Alternatively please complete a slip available from the reception staff who will ensure your medical records are up to date.

Help is available to stop smoking, please ask clinical or administration staff for more details.

Tayside Smoke line: 0845 600 999 6

Prescriptions

Help us stop waste. If your chemist orders your repeat medication please ensure they are not ordering things you would only use when required such as creams, needles, lancets, monitoring strips, inhalers, gtn sprays, laxatives, eye drops etc without your authorisation. Please inform the prescription administrator by contacting the Practice on 01382 458333, if this becomes a problem.



- Please be aware for safety reasons we neither take telephone requests or fax repeat medication to chemists. For further information on managing your repeat medication ask at reception or refer to the practice website: www.erskinpractice.scot.nhs.uk
- If you are going on holiday and ordering your medication for a particular reason earlier than usual, please make us aware of this at the time of ordering.
- Are your tablets in a muddle? Do you have to order at different times? We can help by sorting them out. Please ask at reception for further information.

Ordering Medication:

If the item you need to order is a 'repeat' medication it will be on the 'repeat slip' which is attached to your original prescription. If it is **not** on here we can offer you a telephone consultation with one of the doctors. .

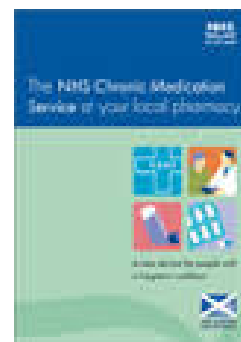
If you are asked to have your medication reviewed then you must do this **before** they run out.

Repeat medication orders are ready for collection in 2 full working days or 3 full working days if you use chemist collection. Please leave an adequate gap between requesting prescriptions.

Chronic Medication Service (CMS)

There are three parts CMS –

- **Reviewing your use of medicines:** if you register for the service, your **pharmacist** will look at how you use your medicines. They will then discuss with you any problems you may have with your medicines and whether you should get a CMS care plan.
- **CMS care plan:** this plan helps your **pharmacist** give you more regular care and advice about your medicines. They will give you a copy of your care plan and may also speak to your doctor about it.
- **Serial prescriptions:** you may be able to get serial prescriptions from your **doctor** so you can get some medicines on a long-term, repeat prescription. This is different from having a normal repeat prescription.



The Practice is engaged with the serial prescription element of the chronic medication service. The doctors will consider patients providing serial prescriptions for patients with long term conditions.

What is a serial prescription?

A serial prescription is a prescription for medicines you need to treat your long-term condition.

It looks like a normal prescription but lasts for 24 or 56 weeks.

With a serial prescription, you can get medicines directly from the pharmacy where you are registered. You won't need to see the doctor.

You can get a serial prescription if the doctor decides it is the right type of prescription for you and the condition you have.

A copy of the CMS leaflet is available online at <http://www.scotland.gov.uk/Resource/0044/00449615.pdf>

COPD

Could you have COPD? We can help you cope...

In case you missed us we were in Arthurstone Medical Practice on 20th November 2013 to promote **Chest Heart & Stroke Scotland** health information and World COPD Day.

The term Chronic Obstructive Pulmonary Disease (COPD) is used to describe a number of conditions. These include chronic bronchitis and emphysema. COPD can damage your lungs, making it hard for the air to get in and out. This can make you breathless.

COPD affects almost 10,000 people in Tayside alone!! The true number of people with COPD is likely to be far higher as many people do not realise they have it. They confuse their symptoms with getting older and being 'out of shape'. However, effective treatment can make a huge difference to their quality of life.

COULD YOU HAVE COPD?



- Do you cough several times most days?
- Do you bring up phlegm or mucus most days?
- Do you get out of breath more easily than others your age?
- Are you older than 40 years?
- Are you a current smoker or an ex-smoker?

If you can answer **yes** to **three or more** of the symptoms above then ask your GP about a simple breathing test. Called spirometry, it will check your 'lung function'. Medicines can help. But it will also help for you change your routine. This may include becoming more active, attending 'Pulmonary Rehabilitation' Classes, stopping smoking and eating healthily. This can lead to a more active, fulfilling life. It's never too late to act!

Advice

The **Chest Heart & Stroke Scotland Advice Line Nurses** offer:

- a supportive listening ear
- details of local support services
- confidential information and advice about chest, heart and stroke conditions.

This service is available across Scotland and is **FREE** from landlines and mobiles:

0808 801 0899

Or you can e-mail at advice@chss.org.uk

They have booklets, factsheets, DVDs and videos to back up the Advice Line. These are available **FREE** to patients and carers in Scotland. We also have a **FREE Air Quality and Weather Text Service**. Text alerts are sent to subscribers if poor air quality or adverse weather conditions are likely to affect their day. To subscribe you can contact the **Advice Line Nurses** or text **07766 40 41 42** (standard rates) followed by your message

Online Articles

Asthma – Compare your care

The Erskine Practice featured in a recent report by Asthma UK comparing how asthma care in Scotland matches up to standards. The article describes the system we have put in place to review our patients after admission to hospital or A&E with an exacerbation of asthma within two working days.

A copy of the full report (Erskine Practice featuring on page 5) can be obtained online at www.asthma.org.uk/compareyourcare-reports then click on the National report link for Scotland

Put Patients First: Back General Practice

The Royal College of General Practitioners (RCGP) and the National Association for Patient Participation (NAPP) have launched Put patients first: Back general practice – a campaign to improve patient care by increasing funding for general practice from 8.4% to 11% of the UK NHS budget by 2017

More information on this campaign can be found at <http://www.rcgp.org.uk/campaign-home.aspx>

Celebrate Age Network

Celebrate Age Network promotes the welfare of older people and to facilitate access to services that older people might find useful.

Celebrate Age Network has recently updated its directory (the "Yellow Book") which catalogues services and contacts that our patients can access themselves or can be directed towards by us.

Please find below a link to the electronic version of the Yellow Book http://www.dundeecanforum.org.uk/images/document_downloads/2013final.pdf or for more information visit www.dundeecanforum.org.uk

Zero Tolerance Towards Aggression and Violence

YOUR CHOICE OF TREATMENT



STOP ABUSE OF NHS STAFF
Verbal or physical abuse of our staff could result in prosecution

Travel Advice

We offer travel advice and will provide where necessary a NHS prescription and administer the following vaccinations for free –

Important – we only offer appointments **at least 4 weeks** before date of travel.

- Hepatitis A
- Hepatitis A+B (combination)
- Hepatitis A and Typhoid (combination)
- Diphtheria/Tetanus/Polio
- Meningitis ACWY
- Typhoid



However, depending on the country of travel we might ask you to attend a private clinic. These clinics provide specialist assessment, advice and vaccination

Medication—If you are going on holiday, please ensure you have enough medication.

Repeat medication orders are ready for collection in 2 full working days or 3 full working days if you use a chemist collection service.

Patient Participation Group

Are you interested in becoming involved in our patient participation group (PPG)? If so, please complete a form available at reception and we will consider all applications as there is a cap to the number of patients we can involve. We aim to have a variety of patients on the group to allow for broad representation.

The PPG are patients who have volunteered in their own time to act on behalf of all Erskine Practice patients. This group helps the Practice to discuss new ideas and planned developments with the PPG. It also allows an opportunity to discuss feedback from patients



We have a dedicated section on our website with more information about our PPG and an online form so you can get in touch with the group with feedback, suggestion, comments and questions.

Feedback/Comments

We hope you have found the content of this newsletter useful.

We would be pleased to get any feedback/comments on it from you and also any other kind of information you would like us to include in future editions. There are forms for our suggestion box available at reception or you can submit via our website www.erskinpractice.scot.nhs.uk