

## BUILDING REFURBISHMENT

Over the course of the next year the interior of the health centre will be getting repainted. This will mainly be done while the building is not in use. However we apologise if any inconvenience occurs as a result of this.

## SELF CHECK-IN

Our self service appointment check-in system has been in place since the end of 2011. We experienced some technical difficulties to begin with but we are glad to say that it's now working well.

You can check-in for a booked appointment with a doctor, nurse or midwife. The system will identify your appointment details after you have selected your day, month and year of birth.

The main aim of the system is to save you having to queue at reception just to check in for your appointment and to allow more time for reception staff to deal with more time consuming enquiries.



## New Staff

We welcome Emma Cadger (Reception) who is an experienced receptionist having previously worked for 8 years in a local practice.

Also Alison Wynne (Senior Charge Nurse—District Nurse) who has been a nurse for 30 years and District Nurse for 21 years.

## RETIRAL OF PRACTICE MANAGER

We are sorry to say farewell to Carol Watson, Practice Manager who will retire on the 4 May 2012. Carol has been with the practice for 20 years and throughout that time has witnessed and facilitated many changes to the services we provide to our patients. In her retirement and spare time Carol looks forward to pursuing her hobby of photography and spending more time with her family.

## NEW GENERAL MANAGER/OFFICE ADMINISTRATOR

As a consequence of Carol retiring, a restructure of the roles and responsibilities of existing staff has taken place. Neil Smith who was our Business and IT Manager has accepted the new post of General Manager and Fiona Ross our Senior Receptionist has stepped up to become Office Administrator. Both have served the practice for many years and we are confident their skills and knowledge of the practice and patient needs will allow a smooth transition.

## PATIENT FEEDBACK

We welcome all forms of feedback. You can contact us by letter. E-mail ([erskine.tayside@nhs.net](mailto:erskine.tayside@nhs.net)) or directly by contacting Neil Smith, our General Manager.

# Erskine Newsletter



Telephone: 01382 458333  
[www.erskinepractice.scot.nhs.uk](http://www.erskinepractice.scot.nhs.uk)  
April 2012

Fax: 01382 461833  
E-Mail: [erskine.tayside@nhs.net](mailto:erskine.tayside@nhs.net)

## ONLINE REPEAT PRESCRIPTIONS

Many patients are now signed up for ordering repeat prescriptions on-line by accessing our practice website at [www.erskinepractice.scot.nhs.uk](http://www.erskinepractice.scot.nhs.uk). After placing your order you should allow 2 working days for collection at the surgery or 3 working days for chemist collection.



## Jessie McGoldrick

It is with great sadness that we inform you that Jessie passed away on the 6 March 2012. Jessie was originally employed by Dr Saggar & Dr Jacob as an office administrator and worked at Byron Street Surgery before moving to new premises at Wallacetown Health Centre in 1977. She remained working there until she was in her 70's. She will be sadly missed by all who knew her.



## THE PRACTICE WILL BE CLOSED ON THE FOLLOWING PUBLIC HOLIDAYS:

**Friday 6 April 2012**  
**Monday 9 April 2012**  
**Monday 7 May 2012**  
**Monday 28 May 2012**  
**Tuesday 5 June 2012**  
**Monday 23 July 2012**

## THE PRACTICE WILL ALSO BE CLOSED FOR TRAINING FROM 12.30PM ON:

**Wednesday 13 June 2012**  
**Wednesday 15 August 2012**  
**Wednesday 19 September 2012.**

**For emergencies only on these dates you should contact NHS24 on 0845 242424 (local rate)**

## HAS YOUR ADDRESS OR TELEPHONE NUMBER CHANGED?

It is important that we have up-to-date contact information for all our patients including telephone numbers. Many people change their telephone number frequently with the increased use of mobile telephones. If you have changed your number, please remember to let us know so that we can update our records

## LATE APPOINTMENTS

Don't forget that we offer late appointments (after 6pm) on Tuesdays. These late sessions are bookable in advance so bear them in mind if you need an appointment that fits in with your work schedules.

## REMEMBER YOUR APPOINTMENT.....



Every week approximately 40 patients fail to keep their booked appointment. You can help us to increase the number of appointments we offer if you inform us as soon as possible if you need to change or cancel your appointment.

By remembering to attend or cancel your appointment, we can provide a better service for all of our patients.

## 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

## REPEAT CONSULTATIONS

If you have already seen one of the doctors about a problem and need to return or phone back about the same thing it is usually better if the same doctor deals with it. In this situation please tell the reception staff which doctor you would prefer to see or speak to and they will do their best to arrange this for you.

## FLU CAMPAIGN



The Practice has built on the achievements of previous flu campaigns and has once again run a very successful campaign this year. More patients under 65 at clinical risk and pregnant patients were administered the vaccine than previous years and with nearly 85% of patients over the age of 65 given the vaccine we once again exceed government targets. We encourage all eligible patients to receive the free vaccine annually and will begin the vaccination programme again in September .

We have written to patients who are currently eligible for a free Pneumococcal vaccine. In some circumstances re-vaccination is required after 5 years for a small group of at risk patients but we will contact this group directly in the very near future as there is a short term supply shortage of the vaccine. We encourage patients who have previously received an invitation to take the vaccine and encourage you take up the offer by contacting the Erskine reception to make the necessary arrangements.

## CARDIOVASCULAR CLINIC

Cardiovascular diseases are diseases of the heart or blood vessels. These are usually caused by a build-up of atheroma (small fatty lumps) that develop within the inside lining of arteries (blood vessels). A patch of atheroma makes an artery narrower. In time, patches of atheroma can become bigger and thicker. Sometimes a patch of atheroma may develop a tiny crack. This may trigger a blood clot to form over the patch of atheroma, which may completely block the blood flow. Depending on the artery affected, a blood clot that forms on a patch of atheroma can cause a heart attack or stroke, or other serious problems. Everybody has some risk of developing atheroma. However certain risk factors increase the risk. Risk factors which are treatable or partly treatable are:

- Hypertension (high blood pressure)
- High cholesterol level
- Kidney diseases causing diminished kidney function

If you have any of the above conditions we will be inviting you to attend an annual 'Cardiovascular Risk Clinic'.

In this clinic the nurses will check your blood pressure take blood tests and ask certain lifestyle questions. They will also be able to provide you with information and advice on how to reduce your personal risk of developing cardiovascular disease.

They will also give you an assessment score. This score is a % of chance. So for example if the score is 30% this means you have a 30% chance of developing cardiovascular disease within the next 10 years.

Depending on this score you will be offered either advice and /or drug treatment. If you receive an invitation to attend this clinic we would strongly advise you to