

CULLODEN MEDICAL PRACTICE NEWSLETTER

MAY 2010

MISSED APPOINTMENTS

Despite many efforts to inform patients of the need to let us know when they cannot attend for an appointment, we are still getting a lot of patients who do not attend for booked appointments. We realise that there are many reasons why you are not able to keep your appointment, but please always try to let us know if you are unable to attend so that we can allocate the appointment to someone else. Due to the amount of patients at this Practice, we are extremely busy and short of appointments, therefore every spare appointment is crucial! Please see the box below for missed appointment times:-

<u>TIME LOST FOR MISSED APPOINTMENTS</u>			
January -	32 Hours 15 Mins	February -	35 Hours 25 Mins
March -	34 Hours 35 Mins	April -	34 Hours 15 Mins
Total this year so far: 136 hours 30 minutes of lost Doctor and Nurse time!!!			

LABORATORY TEST RESULTS

For reasons of confidentiality, please note that we would prefer patients to telephone in to the Practice for results rather than come in and ask for them at reception. Results can be obtained over the telephone any time between the hours of 2.00pm till 5.00pm as this gives the Doctors enough time to see and interpret them. We thank you for your ongoing co-operation.

TRAVEL VACCINATIONS

Travel vaccination advice can be obtained from the Practice for anyone going on holiday and unsure of the vaccinations required for that country. You will be asked to fill out a travel questionnaire which will be assessed by the Primary Care Nurse. We ask that you provide these travel details at least four weeks before you are travelling.

PRIMARY CARE NURSE - COMMUNITY

We are sorry to inform you that Shonagh Gorman has left the Practice to take up another nursing position. We are advertising for a replacement but in the meantime, the

Inverness District Nurses will be covering visits to patients in the community. However, we would remind you that Community Nursing should still be requested through the Practice.

R.E.A.C.T (Regular Education and Continuing Training)

The following is a list of days when the Practice will be closed from 1.30pm onwards for REACT:

12 th May 2010	8 th June 2010
7 th September 2010	27 th October 2010
25 th November 2010	22 nd February 2011
23 rd March 2011	

PATIENT PARTICIPATION GROUP (PPG)

Unfortunately the Culloden Medical Practice Patient Participation Group (PPG) has had to fold due to a lack of numbers. We would like to express our thanks to all those members who did such sterling work over many years to improve services for patients. Their most notable success was the introduction of a voluntary delivery service for patients to have their medicines delivered, and this was taken over by the Pharmacies and rolled out to the rest of Inverness.

GP REGISTRAR

Many of you will already know that we have a GP Registrar, Dr Ben Price, at the Practice. Ben will be with us until the end of July 2010.