

CULLODEN MEDICAL PRACTICE NEWSLETTER DECEMBER 2008



EVENING SURGERY

Due to patient demand, the practice now holds two evening surgeries on a Wednesday. Please note that these appointments are for patients who cannot **attend within normal surgery hours due to work commitments only** and not for patients who normally attend throughout the day. These appointments are very limited and we would appreciate your co-operation.

LABORATORY TEST RESULTS

Please note that we would prefer patients to telephone in for results rather than come in to the surgery and ask for them at reception. Results can be obtained over the telephone any time between the hours of 10am till 4pm and we thank you for your ongoing co-operation.

FLU VACCINATIONS

We are currently holding flu clinics for patients entitled to the vaccine eg patients with asthma, diabetes, chronic heart disease, chronic neurological disease etc. If you normally receive the vaccine each year but have not already had it in 2008, please contact the surgery to arrange an appointment to have this done with Valerie, our Health Care Assistant. Please could you state that you are making the appointment for a flu vaccine when phoning the surgery, as appointment slots are shorter for this.

PHLEBOTOMIST

Our Contracts Officer, Claire, has now been fully trained to take blood samples. Claire will be holding clinics on a Friday morning initially, and at times when we are short of Health Care Assistant and Nurse appointments. Any patients requiring blood tests can now make appointments with Claire.

NEW RECEPTIONIST

We are pleased to be welcoming a new Receptionist, Julie, who will be joining us in January.

MISSED APPOINTMENTS

We are still getting a lot of patients who do not attend for a booked appointment. 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 box below for missed appointment times:-

<u>TIME LOST FOR MISSED APPOINTMENTS</u>			
January -	22 Hours 00 Mins	February -	19 Hours 30 Mins
March -	21 Hours 30 Mins	April -	21 Hours 40 Mins
May -	21 Hours 24 Mins	June -	20 Hours 20 Mins
July -	23 Hours 24 Mins	August -	26 Hours 48 Mins
September -	29 Hours 12 Mins	October -	30 Hours 48 Mins
November -	28 Hours 24 Mins		
Total this year so far: 267 hours 40 minutes of lost Doctor and Nurse time!!!			

CHRISTMAS/NEW YEAR BREAK

The practice will be closed on the 25th and 26th December 2008 and the 1st and 2nd January 2009.

If you require medical attention or advice when the Practice is closed phone:

NHS 24 Tel: 08454 242424

NHS24 is a 24-hour service for medical advice and support from experienced nurses. If the nurse feels you need to see a clinician she/he will advise you to attend the Primary Care Emergency Centre at Raigmore Hospital, where you will be seen by the most appropriate medical professional.

In an emergency call 999. It is often difficult to decide whether to call 999 and you should do this in critical of life-threatening situations for example if someone:-

- **is unconscious**
- **is bleeding heavily**
- **has suspected broken bones**
- **has a deep wound – such as a stab wound**
- **has difficulty in breathing**
- **has severe chest pains**

Please note that NHS Highland is responsible for providing primary care services outwith our surgery opening hours. The care is provided in conjunction with NHS24 and these organizations maintain their own records and operate their own complaints procedure. NHS24 also has a website which can be found at **www.nhs24.com**.