

Don't forget you can access our website on: -

[www.craignevissurgery.co.uk](http://www.craignevissurgery.co.uk)

For a variety of helpful hints, and information about the practice and our Repeat Prescription Service—Registration required

## OUR USUAL REMINDERS



**Prescriptions** — all repeats **must** be ordered by phoning your chemist, dropping off the re-order form to either your chemist or here at the surgery or **online at our website [www.craignevissurgery.co.uk](http://www.craignevissurgery.co.uk)**

All requests will be dealt with within 48 hours ie: 2 working days.

### ***WE CANNOT ACCEPT TELEPHONE CALLS FOR THESE REQUESTS***



**Home Visits**—If you require a home visit, please ensure that you call the surgery **by 10 o'clock in the morning**. Otherwise you may need to wait until the next day to be seen.

**Emergency appointments**—these are only for you, can only be arranged on the day and are only for 10 minutes. These are for acute conditions that cannot wait for a routine appointment. We cannot guarantee who you will see, as it will depend on each Doctor or Nurses workload on the day. You will be asked, when requesting the appointment, the nature of your visit to ensure that this is the appropriate consultation for you and a GP will contact you to discuss and arrange the appointment time if it is deemed necessary.



**Telephone Consultations**—We are continually monitoring our appointment system to ensure that we are able to meet demand. So if you have something which you feel can be discussed over the telephone instead of coming into the practice, please ask for a telephone consultation.



**Remember, it may well not be a GP you need to see or talk to.**

**It may be more appropriate for you to contact our Nursing Team of Frances, Irene or Caterina for such things as smoking cessation or dietary advice or for general health concerns.**

# CRAIG NEVIS SURGERY

## PATIENT NEWSLETTER

### ISSUE 46— December 2018



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### STAFF NEWS AND CHRISTMAS CELEBRATIONS

This is the time of year when the GP Trainees change their modules and we are sad to say farewell to Dr Kirsty Rolland who has now moved to the Belford Hospital for her next rotation. However we welcome Dr Kyle Myers, who joins us from Oban Hospital and we hope that you will help us in his training and welcoming him as part of our team. We will be with us through until the end of March 2019.

You may notice that our reception area is brightly decorated for the festive season. It represents a Gingerbread House and we hope that it will not only cheer up the adults who visit but also help alleviate fears in young children about visits to the Doctor.



Kids—Enter Man colour-win some

our Gingerbread ing completion to yummy prizes!!

### Bowel Screening — Change to Testing Kits

In November 2017 a single sample test kit replaced the three-sample test for the Scottish Bowel Screening Programme.

It is an easier and more acceptable test which should improve uptake. Currently the uptake is lowest in men and in the most deprived areas and also in those aged 50–54.

This new screening test kit is likely to overcome a barrier for those of you who found the old test kits difficult or unhygienic.

We hope you will now consider completing this test, when the kit arrives through the post, and help the fight against this disease.

**If you have misplaced your kit please contact the NHS Scotland Bowel Screening Helpline on 0800 0121 833**

### Appointments for Named GP's / Nurses

The Scottish Contractual requirement for providing appointments is to offer an appointment to be seen within 2 working days—with any Doctor, and, on the same day—for emergencies. We are also contracted to provide appointments in advance. Many patients telephone and ask to see a particular GP or Nurse as their preference. This is okay but it is not always achievable within the above guidelines if your preferred GP or Nurse is on leave or is involved in teaching, education, or clinical meetings.

Please do not put off attending the Practice just because your preferred GP or Nurse is unavailable. We endeavour to offer you continuity of care within these guidelines.

We thought therefore we would outline how our records are stored and how access to these records is achieved so that we can best take care of your needs and you do not put your health at risk by depending upon on a single GP or Nurse to treat you.

All your records, including hospital letters and blood results, are securely stored on the Practice Computer System. These records can be accessed by all clinicians who can get an overview of all your medical and consultation history. It means any GP or Nurse can consult with you and have the necessary information to continue your treatment and/or start new or different treatments. It is important for both patients and GPs to have a good relationship. We would like you to have the confidence that when attending the surgery, it is in a timely manner for your complaint/condition and that you get the best of care from all our staff.

If you have any concerns please let us know either by telephone or at reception; or discuss it next time you are in. Thank you.

### Influenza Vaccinations still available

We still have supplies of this seasonal influenza vaccine. If you have a condition which puts you at risk and we sent you a letter inviting you to attend or are aged 65 and over, please make an appointment with one of the Practice Nurses—its just 5 minutes of your time—or ask your GP if you already have a booked appointment with them.

### Pneumococcal Vaccine—still at critical levels

The shortage across the world is still critical and there is currently limited local supply.

### Shingles Vaccine — available

Available only to any patient aged 70–79 inclusive, as at 1.9.18. this is a one-off vaccine and does not need to be repeated.

### OPENING HOURS—CHRISTMAS / NEW YEAR PERIOD

The surgery operating dates and times over the festive period will be as follows:-

**Tuesday the 25th of December 2017 - CLOSED**

**Wednesday the 26th of December 2017 - CLOSED**

Thursday the 27th of December 2017— OPEN (8.00am—6.00pm)

Friday the 28th of December 2017— OPEN (8.00am—6.00pm)

Monday the 31st of December 2018 OPEN (8.00am—6.00pm)

**Tuesday the 1st of January 2018 - CLOSED**

**Wednesday the 2nd of January 2018 - CLOSED**

Thursday the 3rd of January 2018 Normal opening hours resume (8.00am—6.00pm)

The Out of Hours Service will operate as normal during this period.

### **We hope you have a safe and happy New Year**

If you make any resolutions with regards to lifestyle, don't forget our nursing team may be able to help.

They can offer advice on lifestyle changes such as stopping smoking, safe drinking limits and weight management.