

Newsletter

November 2008

Dunedin Medical Practice Patient Participation Group

How time flies! We are now heading towards our second full year as the Dunedin Practice and it is with some sadness that we have had to say a fond farewell to Dr. Mike Hunter who provided us with continuity over the move from Ardlarich. We all wish Dr. Hunter the very best for his future ventures and are pleased that Dr. Carlyne Simpson will be stepping up to the helm as our Senior Medical Partner on her return from maternity leave. I am sure that most of you will know that she is now the proud Mum of Matius, but I will leave her to tell you more about that and her other interests outwith Dunedin.

Meanwhile this Newsletter outlines the Doctor cover that she has organised and along with familiar names we will be welcoming a new face in the form of Dr. Claire Robertson. We hope that with the new team and permanent reception staff everyone will agree to having their photos taken for the Who's Who Board, so that you will be able to put faces to their names. We also hope to have a new Health Care Assistant in place soon to help Janet out with her routine work.

The administration of the HPV vaccination to teenage girls who have left School still has to be agreed with all GPs nationally. Please contact NHS Highland for advice if you would be eligible for this.

It is some months now since planning permission for the provision of two disabled parking spaces at the front of the surgery building and the redesigning of the car park to accommodate this and some additional general parking spaces was granted. NHS Highland's Estates Department obtained some estimates, which almost inevitably, are higher than they anticipated, so that funding has become an issue. However we are still pressing to at least progress the disabled parking spaces, access ramp and new front door to improve accessibility for our less physically able patients. We will let you know as soon as we have a start date for the work via advertisements in the surgery. Then we will have to ask you to bear with us, as there will be a lot of disruption as even the limited parking that does exist at present will be affected. Hopefully this will only be for a short while and we do believe that this upheaval will be worthwhile in the long run.

The PPG hope that the Practice Web-site, which it is funding, will soon be up and running. There will be a message board facility, so you can let us or the Practice know if there is anything you would wish to see added to our pages or the main site. You should be able to access it soon and hopefully order repeat prescriptions at dunedinmedicalpractice.co.uk

Most of you will be aware that the visiting times at Raigmore Hospital have now been changed to 3.30-5.30 pm. and 6.30 - 8.30 pm. I have also been asked to remind you that the Out of Hours Service based at Raigmore, can be accessed via the NHS 24 Helpline, to which you are automatically transferred if you ring the Dunedin Practice outside surgery hours. Please do use this facility for advice and emergency appointments when the Dunedin Practice is closed.

Prescription charges, as you know, have been reduced nationally in Scotland and there is an even bigger saving to be had on the prepaid certificates, where regular prescriptions are needed and you do not fall within any of the exempt categories. Please ask your local Pharmacist for details.

We would still like more of you to join us and contribute at our monthly meetings - the commitment is minimal but valued by the Practice. Please ring me on (01463) 226273 if you would like to be part of the action! Thank you

Susie Iredale for Dunedin Patient Participation Group.

Dr Carlyne Simpson



Before qualifying from medicine at Aberdeen University in 1998 I knew I wanted to be a GP. I had the good fortune to complete my GP training in London. It was a fantastic eye opener with the tropical diseases and religious and cultural diversity being a million miles from my previous medical experience. Returning to Scotland in 2003 I alternated locum work in Edinburgh with Expedition Medicine working all over the world. I spent 4 months as a Dive Medic in Honduras and made many trips as a Trek Medic, providing medical support to charity fundraising trips, mainly in Peru. Peru is my second home and a truly dazzling country. We have land in The Sacred Valley, near Cusco, and hope to start building a house there early next year. My husband's job and our love of the mountains brought us to the Highlands in 2006. I was delighted to be offered a post at Dunedin Medical Practice and have enjoyed being involved in developing the surgery. We are sorry that Dr Hunter has recently moved on but are very lucky to have Dr Craddock, Dr Gibson and Dr Robertson providing locum cover for us until such time as we can advertise for another permanent Doctor early in 2009.

My greatest blessing this year has been the birth of my son Matias. As my maternity leave draws to a close in the New Year I am looking forward to catching up with my patients and comforted that I shall be returning to a great practice team and a job that I love.

PATIENT SATISFACTION SURVEY

Within the next couple of months we will be carrying out our annual Patient Satisfaction Survey. We will place posters in the Waiting Room on the days this is being carried out. Approximately 50-60 consecutive patients will be asked to complete a questionnaire after their consultation with a Doctor. We hope that patients offered a questionnaire will take the time to complete it. The outcomes will be summarised, and displayed in the Waiting Room. We will also publish details in one of these Newsletters.

FLU VACCINATIONS

Most of you who are over 65, or in one of the “at risk” groups should now have had your flu vaccination. Please contact the surgery if you are in one of these groups and have not yet managed to attend.

VANDALISM

Those of you who have attended Dunedin over the past few weeks will have seen that we had 2 windows smashed by vandals one Saturday night. These were double glazed units which will have to be made to order, however we hope to have them replaced as soon as possible.

PATIENT FEEDBACK

Please let us have any suggestions, opinions, or experiences you have with regard to the health care you receive, not just at Dunedin, but with regard to the NHS in general eg have you had to contact the out of hours service? How did you find it? You can post a letter in our suggestions box, or you can write to the Practice, or the PPG, about any issues you may have. We would be grateful for any feedback regarding health care in Inverness.

[Anne Mackenzie Practice Partner](#)