

# Newsletter

## Dunedin Medical Practice

Produced by the Patient Participation Group

September 2009

### OUR WEBSITE

Our website is now up and running and has all the information required to make full use of the service. In particular, it provides an easy means of arranging repeat prescriptions and gives useful links to other health services. You will find it to be an easy site to use and access and certainly worthwhile adding to your *favorites/bookmarks*. The site address is  
[www.dunedinmedicalpractice.co.uk](http://www.dunedinmedicalpractice.co.uk)

### PATIENT PARTICIPATION GROUP

Since its inception, the Practice has had a group of patients who meet monthly with the practice manager or doctor to review the running of the practice. At present there are eight in the group. Finances are given to the group to provide amenities for patients. This has been a beneficial exercise and the group would very much like more patients to participate, in order to be as representative as possible. You could come along to one of its monthly meetings at which you would be most welcome, or actually join the group to meet at its fairly brief meetings. These are held, at the moment, on one Thursday in the month at 6 p.m. Please contact James Muir for more information at 230264. You may also wish to contact him if you had an issue about the Practice which you thought worthwhile bringing up. Denis Lumsden may also be contacted at 222693

### REPEAT PRESCRIPTIONS

These can be obtained as follows:

Hand a request form in to the Receptionist or post in the box provided in the reception area.

FAX the request slip or letter to the practice to **240471**.

Online via our secure form –

Send a request form by post

WE DO NOT TAKE PRESCRIPTION REQUESTS BY TELEPHONE TO ENSURE THE SAFETY OF THE SERVICE AND YOU CANNOT COLLECT YOUR PRESCRIPTIONS FROM THE PRACTICE ON SATURDAY MORNINGS AS WE ARE CLOSED

### PRESCRIPTION CHARGES

#### Reduced Prescription Charges

The cost of prescriptions in Scotland has fallen from £5.00 to £4.00.

#### Reduced Prescription Pre-payment Certificate Cost

The cost of Prescription Pre-payment Certificates has also been reduced. A 12-month PPC now costs £38.00 and a 4-month PPC £13.00 so if you regularly purchase prescription items, you'll save even more. If you need more than three items in four months, or need more than nine items in twelve months, you could benefit from a Prescription Pre-payment Certificate (PPC)

#### Abolition of Prescription charges in Scotland

Further annual reductions are planned to remove prescription charges altogether by 2011.

### MINOR AILMENT SERVICE

You can use the NHS Minor Ailment Service if:

- you are registered with a GP surgery in Scotland, and
- You don't pay for your prescriptions, and
- You don't live in a nursing or residential care home.
- You register for the service with the community pharmacy of your choice.
- You don't have to make an appointment. You can go along at a time that suits you.
- Your consultation will always be with a qualified pharmacist.
- If your pharmacist thinks that you need a medicine or product to treat your symptoms they will give you this without your needing to pay.

Thus, you will be able to get advice and free treatment from your community pharmacist for minor illnesses and ailments

**THE PRACTICE TEAM**

We would like to thank those patients who helped with the recent practice survey Details of this will be collated and displayed in the reception area and on the web-site. Inevitably there have been changes but the team at the moment comprises:

Dr Carolyne Simpson

There are also two locum doctors available on a regular basis:

Dr Barry Craddock

Dr Claire Robertson

Practice Nurse Isobel Mackenzie

Health Care Assistant

Nicola Macmillan

Practice Manager and Director

Anne Mackenzie

Office Manager

Jacqueline Thomas

Receptionists

Louise Bernardi-Higgins

Diane Marshall

## APPOINTMENTS

### Opening Hours:

**Monday, Tuesday, Thursday and Friday - 8.00 a.m. to 6.00 p.m.**

**Wednesday 8.00 a.m. to 1.00 p.m.**

If you require a Doctor in an emergency on Wednesdays between the hours of 1.00 p.m. and 6.00 p.m. please telephone the practice on 712157.

### How to See a Doctor or Nurse:

Consultation with a Doctor or a Nurse is by appointment only. Telephone 712157 or come in to reception to make an appointment.

Consultation Times:

Monday to Friday 8.30 a.m. - 1.00 p.m.

Monday, Tuesday, Thursday, Friday 2.00 p.m. - 5.00 p.m.

Additional appointments outwith normal working hours are available on request, but please give as much notice as you can to book one of these times.

Appointments are available for 'on the day' emergencies and telephone consultations, as well as regular appointments bookable in advance.

If you think that your problem may be dealt with by speaking to a Doctor or Nurse, on the telephone, please ask the receptionist, who will arrange for a doctor / nurse to call you back.

If you feel that your condition requires urgent attention, please tell the receptionist, who will arrange for a Doctor or a Nurse to speak to you as soon as possible.

### Home Visits:

Please request home visits by 10.30 a.m. if possible by telephoning (01463) 712157. If the medical condition allows it, doctors do appreciate it if an attempt is made to attend the Practice.

## OUT OF HOURS CARE

During the hours between 6.00 p.m. and 8.00 a.m. Monday to Thursday and from Friday 6.00 p.m. to Monday 8.00 a.m. NHS 24 triage all out of hours calls.

If appropriate, calls are passed to the Doctors who participate in a rota for 'Out-of-Hours' calls in the well-equipped Primary Care Emergency Centre at Raigmore.

The Doctor may invite the patient to attend the Centre if this is appropriate.

**Please phone the usual practice number 712157 to contact the 'Out-of Hours' Service.**

## IMPROVED CAR PARKING

We are glad that the lack of disabled parking has been addressed at Dunedin with the provision of two spaces near the door, which has also been replaced. A new access ramp has been formed and additional spaces added to the number already there with improved access to the main car park.

## NEW DISPLAY

A large screen display is to go in the waiting area to give up-to-date information about the Practice and other health issues.