

# Skerryvore Practice Newsletter

May 2013

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

Issue 27



## Speaking to a Doctor over the phone...

Patients sometimes call the practice and wish a particular doctor to call them back. In recent times there have been a few problems with this system. Sometimes people leave messages with their doctor when they have an important problem with their health, or perhaps they really would like a visit. Sometimes the person has gone out when the doctor calls back, and it is not clear if the person has a serious or urgent problem. When the doctors are busy in surgery, it can sometimes mean that it is several hours till the doctor is able to call back.

For this reason, we are changing our system. If you wish a doctor to call you back, the receptionist will ask if the problem is urgent. If it is urgent, you will receive a call back on the same day from the on-call doctor who will be able to assist you.

If your problem is less urgent, i.e. it does not require a call back on the same day, we will pass your message to the doctor of your choice and you will be called back within a few days. We hope this system will be safer for all patients.

## Annual MOTs

We are pleased to announce the introduction of annual checks for patients with high blood pressure, heart disease, kidney disease and stroke.

We will also be calling in the people with raised fasting glucose levels who do not have diabetes but were previously seen at the Diabetic Clinic.

You will be called for a blood and urine test and then will have a 15 minute appointment with our nurses to discuss lifestyle, blood pressure and blood results. Your medicines will also be reviewed.

## Pill Checks

Our Practice Nurses now carry out contraceptive pill checks so patients will no longer need to see a GP for this.

Please contact the Practice when you need an appointment, ideally one month before your contraception runs out.

## Repeat Prescriptions

The Practice is currently reviewing our systems on how we call patients in to review them for their repeat prescriptions.

We hope this will be a better service for our patients and plan to review you once a year rather than every 6 months.



## Texting

The Practice is planning to introduce text messaging to our patients during 2013. If you are happy for the Practice to contact you in this way please ask the receptionist for a form to complete with your details so we can contact you later in the year... More news to follow!



## Appointments for Blood Tests

Did you know that you can now get your blood tests on a Wednesday morning from 8am?



## PLANNING A HOLIDAY?

If you think that you need vaccinations for travel you will need to complete a form which you can pick up from the Practice or download from our website - [www.skerryvorepractice.co.uk](http://www.skerryvorepractice.co.uk), click 'The Practice' and 'Immunisations for Travel Abroad'.

Our nurses will check your records and consult the national database for the most recent advice. The nurse will then contact you and arrange an appointment for any vaccinations that you may require.

**Please arrange your travel vaccines at least six weeks prior to your holiday.**

**Please be aware that some vaccines are only available on a private prescription; this will involve a fee payable to your pharmacist.**

### Skerryvore Practice's Weel Kent Face



**Name:** Gina Flett

**Position:** Health Care Assistant/Medical Secretary

**Worked at Skerryvore Practice for:** 4.5 years

**Hobbies:** Running, walking and swimming

**Pets:** Charlie (Patterdale Terrier) and Killah (cat)

**What do you enjoy most about your job?**  
Meeting all the new people

**What's the first thing you would do if you won the lottery?**  
Buy everyone a drink to celebrate!



Did you know Skerryvore Practice has a Facebook page? Like us now!

## Welcome...



We would like to say a big welcome to Eileen Thomson who has joined the team as a Health Care Assistant.



We are delighted to announce that Dr Fiona Cook, who was initially here for a year has now joined the Practice permanently.

## Did you know...

The Sexual Health Service has changed its name?



## NORDHAVEN CLINIC

offers a range of free confidential Sexual Health advice and treatment.

Open 9am - 5pm Monday - Friday  
Health Centre, New Scapa Road, Kirkwall

Tel: 01856 888 917 for an appointment  
Website: [www.nordhavenclinic.co.uk](http://www.nordhavenclinic.co.uk)

Or come along to our drop in session on a Wednesday afternoon between 3:30pm and 5:30pm, no appointment necessary.



You can also find us on Facebook:  
[www.facebook.com/nordhavenclinic](http://www.facebook.com/nordhavenclinic)

## REPEAT PRESCRIPTIONS ON-LINE

Log on to our web page at [www.skerryvorepractice.co.uk](http://www.skerryvorepractice.co.uk) double click on *Your Prescription* and follow the instructions.

We will then process your request and put it to the chemist.

**Please remember that 48 hours notice is required for all prescription requests**