

# Skerryvore News

www.skerryvorepractice.co.uk

Issue 6

August 2002

## **NURSING DEVELOPMENTS WITHIN SKERRYVORE PRACTICE**

This spring saw the arrival of a new Practice Nurse when Louise Stevenson joined us from her previous post in the male ward. Louise was appointed to replace Sue Wilson who has moved to the Western Isles. Although she has only been with us for a short time she is already a valuable member of the team and is popular with patients and colleagues alike.

Diane recently successfully completed a diploma in diabetes care, and the practice nurses now take a bigger role in our diabetic clinics. Both nurses are currently working their way through a course in family planning, which will allow them to extend the services they provide in this area. They are also planning to embark on yet another course, this time in asthma, and we hope that we should have Practice asthma clinics up and running towards the end of the year.

If you wish to see one of the nurses, please contact the receptionist who will arrange an appointment for you. Please also remember to check in when you arrive.

The nurses would welcome any feedback on how the service is running at present, and would be interested to hear of any suggestions on how things could be improved, or any services that patients might like to see developed in the future.

## **NEW BABY**

We were delighted to learn that Dr Nicolson had a baby girl called Isabella on 22 July. Congratulations to her and Eddie. Maggie and James are delighted with their new baby sister. Anne will return to work early next year.

## **WELCOME BACK DR LINKLATER**

We are delighted that Dr Mhari Linklater will be re-joining our Practice from 1 September. Mhari who originates from Kirkwall worked with us in 1998 as our GP Registrar.

## **THE HOSPITAL**

There have been changes in the way that we work in the hospital. Previously all the Kirkwall GPs treated acute medical cases (for example heart attacks) and supervised the delivery of babies -as well as working in General Practice. However, the increasing complexity of medicine means that it is not possible to keep up to date in all of these areas. In order to continue providing these hospital services we have decided that Dr Beaven and Dr Fay will concentrate on Maternity work and Dr Deans and Dr Linklater will concentrate on Acute Medicine. For all of us, our work in General Practice will remain our main priority. We are working together with Scapa Medical Group to provide these hospital services for patients from both practices. Although these arrangements are at an early stage, we are learning a great deal from working in this more focused way. There has been an increase in training and the medical service has been recognised as a suitable environment for training junior doctors. Hopefully this will help us to attract the next generation of doctors to Orkney... so that they can experience the challenging and unique form of General Practice that we enjoy.

## **CALL SIGN**

We have had a new call sign installed in the waiting room. This will help our hard of hearing patients know when to go up to the Doctors room. Your name and room number will appear on the sign when it is your turn to see the Doctor. There will also be information about the Practice on this screen to inform patients of new developments.

## **EMERGENCY SERVICES OUT OF NORMAL WORKING HOURS**

In the past few months we have worked closely with Scapa Medical Group to develop a *shared* on call system.

Although this means that when you call the doctor outside normal working hours you may be seen and treated by a doctor from the 'other practice', a message is passed to us the following morning so that we know what has been happening. The advantage for us is that we will have more nights when we can relax properly... the advantage for you is less tired doctors during normal surgeries! If your problem is not urgent you should wait to see a Skerryvore Practice doctor during surgery hours. We always have appointments available for urgent problems and you will be seen the same day. Non urgent appointments are usually available a day or two in advance.

## **SATURDAY MORNINGS**

Saturday morning is strictly for emergencies only. One surgery is now held, on a joint basis between the two Practices and we will no longer be able to issue repeat prescriptions or book routine appointments on these mornings. Your co-operation with this would be much appreciated

## **REPEAT PRESCRIPTIONS**

Due to an increase in demand for repeat prescriptions, and to allow the chemist time to make these up, we would like to ask our patients to allow 48 hours between requesting their prescriptions and picking them up from the chemist.

Your help with this would be very much appreciated both by the Practice and the Chemists.

## **TRAINING AFTERNOONS SET TO CONTINUE**

Skerryvore Practice has a long history of involvement in medical education; we have played a part in training a number of doctors in General Practice over the years and have also been visited by various medical students and student nurses in the course of their studies. We are working on a number of ideas for new and improved services, which we would like to provide, especially for some of our more vulnerable patients with chronic illnesses. Since the beginning of this year we have been closing the Practice for a half-day on the last Wednesday of every month to set time aside for study and training involving all the Practice staff. These afternoons have proved to be very useful and we have made progress in a variety of areas. A new system has been set up for the assessment of patients with high blood pressure, in line with recent national guidelines. Time has been spent on improving areas of women's health, in particular well woman and family planning services, and we have spent time bringing everyone in the Practice up-to-date with computer and IT developments.

This year we have decided to work towards "Practice Accreditation", which is a quality award based on a wide range of the services we provide. This involves a large amount of work by the whole Practice team and in the next few months our training afternoons will be dedicated to this.

We would like to thank all our patients for their support and co-operation in this. There is of course always a doctor from the practice available at these times to respond to any emergencies.

## **COMMENTS**

Our continuing efforts to improve the services we provide needs feedback from you about the Practice. We would be grateful for any comments, which may help us develop the services we offer. Please use the slip at the bottom of this page - it can be given to any of the Practice team or put in our Comments box, which is situated inside the front door of the Health Centre. If you include your name and address we will send you a reply.

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Name (Optional) .....

Comments: