

Welcome to the first issue of the Practice Newsletter in 2017. Inside, you will find information regarding travel clinics, hayfever, prescription ordering, online booking system and more!

If you have any queries regarding the information, please do not hesitate to speak to one of the receptionists who will be more than happy to assist you.

HAYFEVER

Hayfever season is almost upon us, do not let it get on top of you! There are many over the counter medications you can buy and you can also seek advice from pharmacists. If your symptoms fail to stop, make an appointment with your Doctor to discuss.



TRAVEL CLINICS

We are happy to inform you we now offer basic travel advice within the surgery. If you wish to apply for travel advice, please leave a minimum of 6 weeks prior to travelling. There is a form we require you to fill out which is available from reception on request.



Please note, we only provide vaccinations covered by the NHS such as Hepatitis A, Typhoid, Diphtheria, Tetanus and Polio. If you require any other vaccinations, you will be informed of this and given details of clinics where you will be able to obtain these from. You may be charged for these.

Some travel vaccinations require a course of more than one vaccine or a certain period of time to be in your system prior to being at risk. Therefore it really is important you leave at least 6 weeks before travelling to apply.

There is no fee for this service.

EXTENDED HOURS

Albyn Medical Practice does offer extended hours surgeries to suit those who may be unable to attend during working hours.

Every Monday evening, we offer a late surgery where appointments are available until 7pm. We also offer alternate Wednesday and Thursday morning appointments from 7.20am until 8am.

These appointments are available to all regular patients; if this would be your first appointment with us, or you are a temporary patient, we are unable to book you into these appointments.

PRESCRIPTION ORDERING AND ONLINE BOOKING



If you are on repeat medication, you can now order this online using our new online service. This can also be used for booking routine appointments with a GP or a Practice Nurse.

A form has to be filled out which can be collected from the surgery reception alongside photo ID. Once this form is returned, you will have an ID number and password posted out to you with instructions on how to set up this service.

You can also phone our 24 hour repeat prescription phone line on **01224 565400** where you will be asked to leave your details alongside the medication request. This service is available at anytime with messages being picked up on the next working day. **Please note, it takes two working days to process a prescription.** If you order medication online, you will receive a confirmation email of us having received the request, and fulfilling it for you.

If you have any queries relating to use of our online system, please do not hesitate to ask one of the receptionists who will help you as best as they can.

TRIAGING OF CALLS

When you contact the surgery to request an appointment, you may have noticed that our receptionists are asking you more questions than previously. This is because we are trying to make sure our patients see the most appropriate health professional at the most appropriate time.

If you feel you need to see a Doctor urgently on the day you call us, we should be able to arrange this but we will ask you to give us an indication of the problem so that we can pass this information to the Doctor. In these circumstances, it is unlikely that you will be offered an appointment with the Doctor of your choice.

If you request an appointment with a specific Doctor, even if it is not an urgent matter, the receptionist will still ask you for some additional information to help guide you to the most appropriate appointment. However, we understand that there may be occasions where you do not wish to discuss your problem with the receptionist.

Our staff have been trained to handle your call professionally and sensitively and all information will be treated confidentially within our healthcare team. You may not always need to see a Doctor for your health concern. We may be able to guide you to an appointment with our Nurse Practitioner or advise you to seek advice from a pharmacist or optician.

Please help us to help you.

TELEPHONE CONSULTATIONS

All of our doctors offer a limited number of telephone consultations. These appointments are suitable for single-issue queries or if the GP needs to communicate a non-urgent matter, such as a test result or a discussion of a hospital letter. Please remember that they are not appropriate for more complex matters or if there are several issues to be discussed or if a physical examination is required (eg. Rashes, painful conditions). We also recommend that where possible, you book a telephone consultation with the GP that you usually have contact with.



NEW MEMBERS OF STAFF

We would like to welcome our newest GP trainee Dr Eilidh Ballantyne who will be spending a year with the surgery as she continues her specialist training. Also a new member to the clinical team is Nurse Heather who will be undertaking duties such as dressings, smear tests, chronic disease reviews and more.

SURGERY INFORMATION

Opening times: Monday – Friday 8am until 6pm

Extended hours: Monday evenings until 7pm and alternating Wednesday or Thursday mornings from 7.20am

Public holidays: the surgery will be closed on Monday 17th April, Monday 1st May and Monday 10th July. Please ensure you take this into consideration when ordering prescriptions.