

CRAMOND MEDICAL PRACTICE NEWSLETTER

WINTER 2018



Christmas & New Year Closures

We would like to wish all our patients a Happy Christmas and New Year!

Please note the surgery will be closed on Tuesday 25th and Wednesday 26th December. We will re-open on Thursday 27th December at 8am.

We will also be closed on Tuesday 1st and Wednesday 2nd January 2019, re-opening at 8am on Thursday 3rd January.

If you require urgent medical attention when the surgery is closed and are unable to wait for us to re-open, please contact NHS24 on 111. Always dial 999 in a life-threatening emergency.

Please make sure you have enough medication to cover you over this period and order your repeat prescriptions in plenty of time.

Seasonal Flu Vaccination

We are still offering seasonal flu vaccination at the surgery!

Seasonal flu vaccination is available free of charge to all patients aged 65 and over and all patients with chronic respiratory, heart, renal, liver and neurological conditions, patients with diabetes and pregnant ladies.

Please contact reception to arrange your flu vaccination appointment!

District Nurses

Our District Nursing team are based at Parkgrove Medical Practice and they can be contacted between 8:30am and 4:30pm, Mon - Fri on 0131 312 8210.



Unused Medicines

Please note that the surgery is unable to take any unused medication back from patients. Unused or expired medications should be returned to your local pharmacy for appropriate disposal. Please never put unused medications in domestic waste.

Contraceptive Pill Check

Two of our Practice Nurses now provide appointments for repeat prescribing of contraceptive pills. If you need a prescription for your contraceptive pill please make an appointment to see a Practice Nurse. It is important that you are seen in the surgery for your contraceptive pill check as we need to monitor your blood pressure.

Health Visitor Contact Information

Our Health Visiting team is involved with the care of all pre-school children registered at the surgery. The Health Visiting team can be contacted at the Pennywell All Care Centre on 0131 286 5015.

New Data Protection Legislation

New data protection legislation (GDPR) came into force earlier this year. We have always had very strict policies around the protection of the confidential information we hold at the practice. This new legislation has encouraged us to review our policies and we have made some changes to ensure we continue to adhere to the law.

As a result of this legislation any patient collecting letters, sick lines, reports or copies of records from the practice will now be required to show photo ID at the time of collection. If you are happy for someone to collect this on your behalf you will need to advise the practice of the name and date of birth of the person collecting the item and they will need to show their photo ID at the point of collection. Whilst we recognise that this makes collecting items slightly more complex for patients, it ensures that your confidentiality is maintained and we appreciate your cooperation with the above new policy.

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Minor Injuries – Cuts, Burns, Sprains etc

We are unable to provide a walk-in service for cuts, animal bites, burns, wounds, strains or sprains at the surgery. The nurses at the Minor Injuries Unit at the Western General Hospital are specially trained in the treatment of such injuries (enter WGH via Porterfield Road entrance and follow signage to Minor Injuries Unit).

Anyone over 1 year old can be treated at the unit which is open from 9am to 9pm on a walk-in basis – no appointment is required. X-rays of minor injuries can be taken for anyone over 12 years old – if your child is under 12 please attend the A&E at Edinburgh Sick Children's Hospital if you think any x-ray may be required. Please note that the Minor Injuries Unit is unable to treat major fractures, breathing difficulties, chest pain or hear attacks – these need to be dealt with at the nearest A&E department.

Do you have an NHS Hearing Aid?

We are now able to supply replacement batteries for NHS hearing aids at the surgery

Simply come to the reception desk (***after 11am***) with your yellow 'Hearing Instrument and Battery Issue Record Book' and a member of our reception team will provide you with replacement batteries. This service is only available to patients with NHS hearing aids. You must bring your yellow book to obtain replacement batteries.



Abuse of Staff

We respectfully ask all patients to remember that the surgery team are here to help you. It is important that they are never made to feel threatened. We will not tolerate aggression or verbal abuse towards any member of the team under any circumstances.

We will, if necessary, take further action against anyone who acts inappropriately towards any member of staff.

Pharmacy Treatment for Impetigo

Pharmacies can provide treatment for impetigo in anyone aged 2 and over. If you think you may have impetigo please attend your local pharmacy where appropriate treatment can be given free of charge following an assessment by the pharmacist.

Referrals to Hospital Clinics

Please be aware that it can take up to (and in some instances more than) twelve weeks for an appointment to be sent to you for a hospital clinic following referral from your GP. Urgent cases will be prioritised and seen more quickly.

If you wish to chase up your appointment please contact NHS Lothian Hospitals switchboard on 0131 537 1000 and ask to speak to the appointment office for the department you have been referred to.

Pharmacy Treatment for Urinary Tract Infection in Ladies

If you are a lady aged 65 or under who thinks they have a urinary tract infection you can see your pharmacist for advice and treatment with antibiotics if required. This service is available from all local pharmacies.

The pharmacist will not be able to see you for a urinary tract infection if you are pregnant or if you have had multiple UTIs in the past year.

Social Care Direct 0131 200 2324

This is the telephone number to contact Social Care Direct who can provide you with social work help, advice about benefits, care at home, help with washing, dressing or preparing food and help getting about your home. They can also provide information on support available for carers.

Telephone Appointments

All of our doctors are pleased to offer pre-bookable telephone appointments. These appointments are ideal for patients who do not require a physical examination. Please consider a telephone appointment the next time you need to speak with the doctor and help us to keep face to face appointments free for those patients needing an examination.