

CRAMOND MEDICAL PRACTICE NEWSLETTER **WINTER 2017**



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

Please note the surgery will be closed on Monday 25th and Tuesday 26th December. We will re-open on Wednesday 27th December at 8am. We will also be closed on Monday 1st and Tuesday 2nd January 2017, re-opening at 8am on Wednesday 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.

STAFF TRAINING

**The surgery will be closed from
12:30pm on Wednesday 7th
February 2018 and Wednesday
7th March 2018 for staff training.**

EARLY MORNING CONTACT

Early mornings are particularly busy in the surgery as we deal with urgent appointment requests and emergencies. We would be grateful if you could avoid contacting us with non-urgent requests before 11am. We thank you for your cooperation with this.

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 the bin.

Monday Dementia Café: Cramond Kirk

Monday Café at Cramond Kirk Hall provides a meeting place in the heart of our community that gives people with dementia and their carers a chance to meet others in a similar situation.

There are staff from Alzheimer Scotland on hand if you would like to get information and advice about dementia.

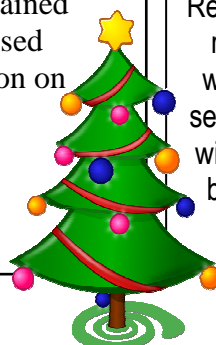
The café is open on the first Monday of every month at a new start time of 1pm.

LOOPS – Local Opportunities for Older People

The LOOPs phonenumber is a dedicated line run by Volunteer Edinburgh for anyone aged 65 or over in Edinburgh. The volunteer advisors on the phonenumber provide information, support and sign posting to anyone wanting to find out about services and support available in the local area. They can also help you find things to do within your neighbourhood and help you link up with local clubs and organisations.

This phonenumber is staffed by friendly, encouraging, highly trained volunteers meaning the helpline provides a highly personalised service. You can also email LOOPs to get further information on services, support and organisations available to you in the community.

Telephone: 0131 603 8311 (Mon – Fri, 10am – 4pm)
Email: loops@volunteeredinburgh.org.uk.



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 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.

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Winter Vomiting Bug (Norovirus)

Norovirus (the winter vomiting bug) affects around 600,000 people in the UK each year. The good news is that it's generally not considered to be dangerous, and you should recover within a couple of days without seeing a doctor.

Here are some tips on how to manage if you are unlucky enough to get the bug this winter:

- Drink lots of fluids – take frequent small sips if you are finding it hard to keep anything down
- Use paracetamol (following guidance on the box) to treat a high temperature or aches or pains

Where possible, we ask that you don't come to the surgery if you are suffering with these symptoms to avoid spreading the bug. However, if you think you have this bug and require advice from a doctor, please telephone us in the first instance.

Referrals to Hospital Clinics

Please be aware that it can take up to 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.

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.

Shingles Vaccination

You are entitled to a shingles vaccination if you were aged 70 to 79 inclusive on the 1st September 2017 with the exception of those aged 75

This vaccine is only given once and helps reduce the symptoms of shingles should you get it. To book your vaccination please contact reception.

Vocal – Support for Carers

A carer provides unpaid care to a family member, partner, relative or friend of any age who needs help to manage a long term condition, disability, physical or mental health problem or addiction. Vocal is an Edinburgh based charity who provide support to carers including emotional support, training, advice on benefits and information on planning for the future. They can also link you to other services that may be able to help you.

For more information please contact Vocal:

Tel: 0131 622 6666 **Email:** centre@vocal.org.uk

Visit: 8-13 Johnston Terrace, Edinburgh, EH1 2PW

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!

Repeat Prescriptions

Repeat prescription administration uses a lot of staff and doctor time at the surgery.

In order to improve the service we offer our patients, we request that you try to order all your repeat medications at the same time. This means that you will have to order medication less frequently & will help to free up doctor time and allow us to offer more appointments in the surgery.

District Nurses

Our District Nursing team are based at Parkgrove Medical Practice. They can be contacted between 8:30am and 4:30pm, Mon - Fri on 0131 336 0979.

Contraceptive Pill Check

Our Practice Nurses 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.

