

# **CRAMOND MEDICAL PRACTICE NEWSLETTER**

## **SUMMER 2018**



### ***Nursing Home – The Cramond Residence***

As you will be aware, the construction of the new nursing home on Cramond Road North is nearing completion. The opening of this home in the summer represents a new challenge for the practice as there has never been a nursing home within the practice boundary before. We have been working very closely with the nursing home management to prepare for the opening of the new home and have been developing our team in preparation. We have recruited a new Community Matron and pharmacist who will be involved with the home. We have also increased our doctor numbers and are confident that we are ready for the opening.

This nursing home represents an opportunity for us to further develop our team and our skills in the care of the elderly and we are confident that the opening of this new home will have no impact on the service we provide to our registered patients.

### **PRACTICE CLOSURE**

*The Practice will close at 6pm on Friday 14<sup>th</sup> September and will re-open again at 8am on Tuesday 18<sup>th</sup> September. If you, or someone you care for, is unwell during this time and you cannot wait until the surgery reopens, please contact NHS 24 on 111.*

### ***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.

### ***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.

### ***New Data Protection Legislation***

New data protection legislation (GDPR) came into force at the end of May. 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.

From 1<sup>st</sup> June patients 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 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.

### ***Parking in the Surgery Car Park***

As parking spaces in the car park are limited we would like to ask patients who are able to walk to park on the surrounding streets. This ensures that spaces are available in the car park for patients with impaired mobility.

Please do not block the duty doctor space in the car park as access to this space is required at all times during the day.

### ***Online Services***

We are pleased to offer online booking of GP appointments for patients aged 16 and over. You need to register for this service by coming to the reception desk with photo ID – you will then be given your logon details.

We also offer an online repeat prescription request service. You do not need to register for this service. This is only for items that the doctor has put on repeat.

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### *Dr Donald – Retirement June 2018*

We are very sorry to announce that Dr Patricia Donald has decided to retire from the practice at the end of June.

Dr Donald's great-grandfather established the practice back in 1880 at Leith Mount Surgery. Her grandfather joined him in Leith followed by her father. Alastair Donald had a house built in Cramond for his new family and established the Cramond practice from his home. This was Tricia's first direct experience of general practice, aged 3. The practice then moved to premises on Cramond Green and finally to the new building in Cramond Glebe Road.

Dr Patricia Donald joined the team in 1981, representing the fourth generation of "Dr Donalds". She has been working at Leith and Cramond since then and has been instrumental in the progression of the practice over the years.

The Partners and staff would all like to extend their wishes to Dr Donald for a long and fun-filled retirement.

We understand that many patients will have been consulting with Dr Donald for many years and may find the prospect of seeing an unfamiliar doctor as daunting. Please be assured that all doctors in the surgery will have access to your records and that you are free to consult with any doctor you wish. If you were registered with Dr Donald your registration will be transferred across to another GP Partner but this is purely for administration purposes – you are free to choose which doctor you would like to see.

#### ***Practice Foreign Travel Advice Service***

Due to an increase in workload we are no longer able to offer travel assessments at the practice. We are, however, delighted to advise that there are a number of private providers in the area who offer this service:

- ✓ ***Barnton Pharmacy***  
195 Whitehouse Road  
0131 339 3449
- ✓ ***Masta Travel Clinic***  
5 Quality Street  
0131 336 3038
- ✓ ***Western General Hospital Travel Clinic***  
Ward 41 OPD, Western General Hosp  
0131 537 2822

Following an assessment at one of these clinics, our nurse, Karen Nicoll, can provide and administer any recommended vaccines available on the NHS (Hepatitis A & Typhoid, Diphtheria, Tetanus & Polio) in the surgery. Please contact reception to arrange an appointment with Nurse Nicoll for administration of NHS funded vaccines. Please ensure that you bring your paperwork from your travel assessment appointment with you to this appointment – without this paperwork we will be unable to vaccinate you. We no longer offer Yellow Fever vaccination.

#### ***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.

#### ***New Nurse***

We are delighted to welcome our new Practice Nurse, Evija Dubulta, to the team at Cramond. Evija is delighted to join the team and looks forward to getting to know our patients over the coming months.

#### **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.

#### **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 312 8210.

#### ***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.