

Your Contact Details

It is very important that we have up to date contact details for all our patients. Please remember to let us know if you change address or telephone number. You may be asked, when you contact the practice, to confirm your details - this is just to help us make sure we have the correct information in case we need to contact you or the GP needs to visit you at home.

STAFF CHANGES

Our FY2 Dr Arran Keir left us on 4th December after being with us for 4 months. We wish him well in his next placement at the Belford Hospital. As a Teaching Practice, Tweeddale welcomes a Medical Student to the Practice for a 7 week block of 'work experience' during which time they observe a lot of surgeries and see patients under the guidance of Dr Neil Arnott (Student Tutor) and the other GPs. Our Student from October to December is Rachel Keltie.

Learning Time

We do not have any scheduled Protected Learning Time Sessions until
Tuesday 12th February 2013—closed from 1.00pm



Christmas/New Year Opening Times

The surgery will be closed

Tuesday 25th and Wednesday 26th December

Tuesday 1st and Wednesday 2nd January

Please ensure you allow extra time for processing repeat prescriptions and order well in advance.

Best Wishes to you all this Festive Season

Tweeddale Medical Practice

Fort William Health Centre Tel: 01397 703136

Camaghael Fax: 01397 709811

FORT WILLIAM E-mail: high-uhb.gp55624-admin@nhs.net

PH33 7AQ Web: www.tweeddale.com

Patient Newsletter

Tweeddale Medical Practice



DEC 2012

Issue 24

Winter 2012 Edition

Welcome to the winter edition of your Practice Newsletter.

In this edition of our newsletter we have articles updating you on:

- Repeat Prescription Orders
- NHS Inform (Web Link)
- Health in My Language (Web Link)
- Extended Hours Surgery/No Receptionist
- Your Contact Details

Inside this issue:

Repeat Prescriptions 2

Extended Hours Surgeries 3

Contact Details 3

Useful Web sites 3

Staff Changes. When we're Closed 4

We hope that you find these articles helpful and informative but we are always looking for ways to improve **your** newsletter. Comments and feedback are welcome. You can pass suggestions on to any member of staff in the practice - ask for a comments/suggestions form at reception or go to the "Contact Us" section of our website.

REPEAT PRESCRIPTIONS



Many patients are on repeat prescriptions for tablets to control conditions such as diabetes, heart conditions and blood pressure.

We have to strike a balance between giving patients a long enough supply of tablets to reduce the hassle of reordering things and visits to the pharmacy but also keeping lists on the computer accurate, reviewing them and keeping them up-to-date after hospital admissions.

There is also the huge issue of wasted drugs in the NHS - once the medicine packet leaves the pharmacy they can't take it back. The government have been unable to fix this problem despite some simple suggestions from us!

Pharmacy Express Repeats Service

We have noticed problems where unnecessary supplies of drugs (or even worse, drugs that have actually been stopped) have been issued by pharmacies using their express repeat systems. There are many reasons for these mix-ups which are wasteful and potentially dangerous. We have discussed this with our excellent local Pharmacists in Lloyds and Boots.

We feel that it is important that most patients have the responsibility for ordering their medications so that you know best what you take and why, what supplies you have and what you need to order.

We would therefore like to encourage more patients to use our Tweeddale online repeat prescription service because we know many patients already find this is the best system for ordering repeat prescriptions and we feel is less likely to cause the errors inherent in the pharmacy express repeat systems.

Please visit our website on www.tweeddale.com and click the Repeat Prescriptions link at the bottom of the home page.

If you have not used our online ordering system before, you will need to register by following the on-screen instructions.. Once you have registered and completed your details, you just need to log on and tick which items you want each time you want to order your prescriptions. This online service is not linked to our server which holds your computerised health records and is completely secure.

Of course, there are other methods of ordering your repeat prescription, which you may prefer;

- handing your order slip in to your usual pharmacy who will then pass it on to us as part of their daily collection/delivery service or
- handing your order slip directly in to the surgery either to one of the reception team or in to the order box on the left side of the reception desk

Please always allow at least 48 hours for your order to be processed.

EXTENDED HOURS SURGERIES



The Practice offers an 'Extended Hours' service primarily for patients who have trouble attending during normal working hours. This service comprises of a Doctor surgery and a parallel Nurse Clinic which run from 5.30pm to 6.45pm on a Tuesday evening. You will notice when you attend that the Practice **Reception is unmanned after 6.00pm** during the evening surgery. Please ensure you check-in for your appointment using the **Self Check-in Screen** on the Reception Desk. The Doctor or Nurse will come to the waiting room and call you through.

HEALTH IN MY LANGUAGE

This website lets you find information about health related services in Scotland which has been translated into different languages. You will find information about health and health services

www.healthinmylanguage.com

| All Languages

| Arabic - العربية

| Bengali - বাংলা

| British Sign Language

| Chinese - 中文

| English

| French - français

| Hindi - हिन्दी

| Latvian - latviešu

| Lithuanian - lietuvių

| Polish - polski

| Portuguese - português

| Punjabi - ਪੰਜਾਬੀ

| Russian - русский

| Spanish - español

| Urdu - اُردو



NHS INFORM

The national health information service. Health information you can trust.

www.nhsinform.co.uk

About Us: Other Languages

Easy Read عربي 普通话 Polski ਪੰਜਾਬੀ اردو