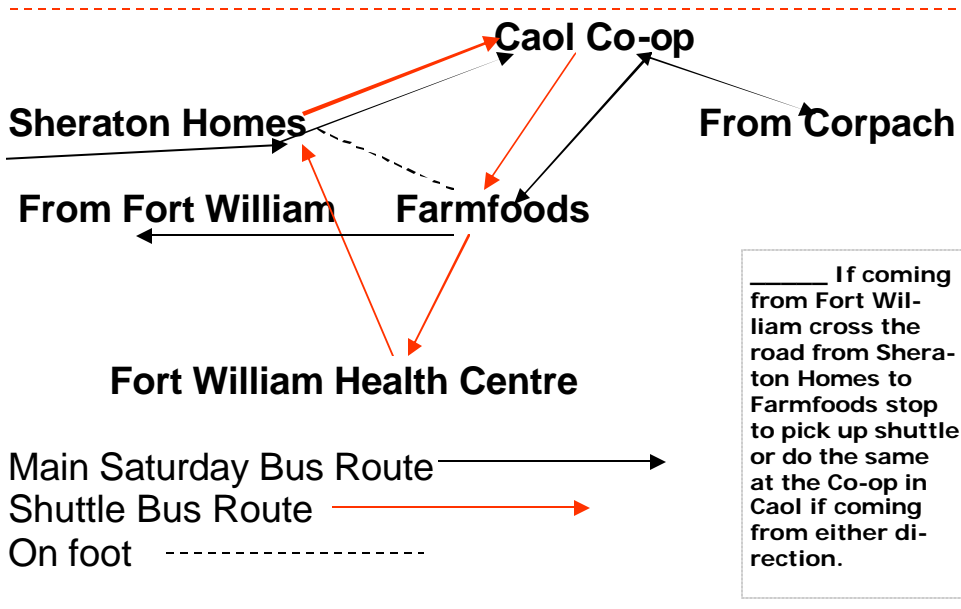


Staff Update

- Caroline left Reception for pastures new and we welcomed Rosie and Emily to the team.
- Ashley has been training to move from Reception to Health Care Assistant and will soon transfer. Elaine is going off on maternity leave so we wish her lots of luck with the new addition to her family.
- Dr Aoibhinn Lawlor and Dr Lukas Miernik will also be with the practice on a part-time basis.

SATURDAY FLU VAC SHUTTLE BUS ROUTE



Tweeddale Medical Practice

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Patient Newsletter

Tweeddale Medical Practice

September

Issue 27

Autumn 2013 Edition



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Welcome to the autumn edition of your Practice Newsletter.

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

- **Flu Immunisations**
- **Appointment Standards**
- **Staff Changes**

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.

TWEEDDALE FLU CLINICS 2013



We will be holding flu immunisation clinics on a couple of Saturdays this year for patients eligible for an influenza (flu) vaccination:

Saturday 19th October 10am - 3.30pm
&
Saturday 9th November 10am - 3.30pm

There will be a limited number of weekday clinics available for patients who cannot attend either Saturday.

Public Transport:

For patients travelling on public transport, the Health Centre is not on the usual Saturday bus route but Stagecoach will be providing a free shuttle service from Caol Co-op bus stop to the health centre - see bus route map on back page.

Patients eligible for a flu vaccine include:

- Patients aged 65 and over
- Patients under 65 with long term medical conditions (including - respiratory problems (asthma, copd), diabetes, liver disease, illnesses that affect immune system, MS, kidney disease, heart disease)
- Patients who are currently pregnant
- Children aged 2 years old & 3 years old

PLEASE ASK AT RECEPTION TO BOOK YOUR APPOINTMENT

There is also a new **Shingles Vaccine** available specifically to patients aged 70 or 79 as at 1st September. Eligible patients will be invited to attend for this.

The **Pneumococcal** Vaccine will also be offered to patients over 65 or under 65 if they fall into the 'at risk' categories mentioned above.

PLEASE DO YOUR BEST TO ATTEND IF YOU ARE ELIGIBLE SO THAT WE CAN HELP TO KEEP YOU WELL DURING THE WINTER MONTHS.

www.tweeddale.com

APPOINTMENT MONITORING & AVAILABILITY STANDARDS

In Tweeddale, we monitor our appointment availability on a weekly basis. We use a method approved by the Royal College of General Practitioners which is known as the "3rd available appointment" - this is a recognised international standard measure.

As a practice, we aim to supply the following appointment availability

Patients can normally be assessed by a doctor or nurse within 2 working days

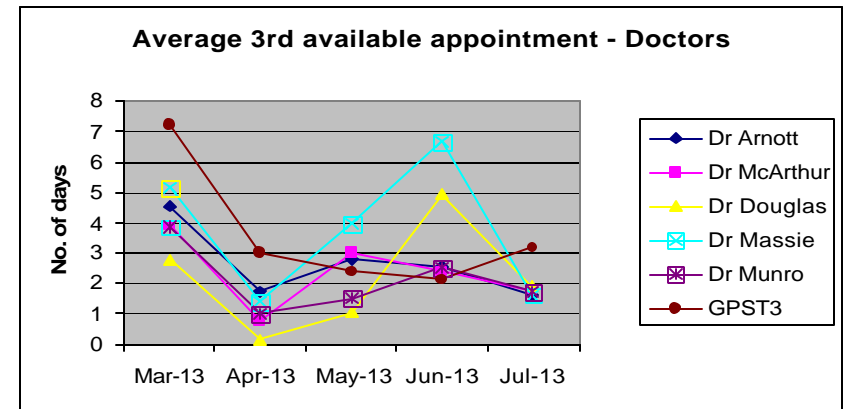
- if you require urgent medical attention, please inform the reception team. We have a Duty Doctor every day who will assess your case and consult with you as necessary (either in person or by telephone).

Patients who request a named doctor or nurse are normally seen within 7 working days - you can request a face-to-face or a bookable telephone appointment with the doctor or nurse of your choice.

Patients who want to can make an appointment at least 48 hours in advance.

- we make appointments available for patients to book at least 2 weeks in advance but we strive to make appointments available up to 4-6 weeks in advance.

See the graph below for our most recent data on 3rd available appointments for doctors. Nurses data coming soon.



We would welcome comments/feedback on our availability standards - comments/suggestion forms are available at our practice reception or you can submit your feedback on the "Contact Us" page of our website - www.tweeddale.com