

# Patient Newsletter

Tweeddale Medical Practice



JUNE 2014

Issue 30

## Summer 2014 Edition

### Welcome to the summer edition of your Practice Newsletter.

In the summer edition of your newsletter we have articles updating you on:

- [Quality Practice Award](#)
- [Scottish Islands Peak Race](#)
- [Summer Safety](#)

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.

**REMEMBER THIS IS YOUR NEWSLETTER—YOUR INPUT IS WELCOME.**

You can pass suggestions on to any member of staff in the practice or e-mail us on: [high-uhb.gp55624-admin@nhs.net](mailto:high-uhb.gp55624-admin@nhs.net)

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# QUALITY PRACTICE AWARD

The Royal College of General Practitioners (RCGP) have recognised the practice with the Quality Practice Award (QPA), for the second time. QPA is the highest recognition for GP Practices in the United Kingdom.

We are all absolutely delighted to have picked up a QPA for the second time. There is a huge amount of effort from all of the staff within the Practice that goes into collecting such an award and it highlights how we have continued to demonstrate extremely high standards here in Tweeddale.

The QPA is a standards-based quality accreditation process designed to improve patient care by encouraging and supporting practices to deliver the very highest quality care to their patients.

In operation since 1996, the QPA recognises the commitment of the entire team, including the attached staff, in providing the highest quality care for patients within a learning and adaptive environment.

The QPA requires practices to submit a portfolio of written evidence set against a number of standards covered in six modules, including the planned capacity to respond to the patients' needs and wishes and how our team performed in relation to clinical performance targets.

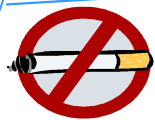
The assessment criteria are evaluated by a fellow GP, a Practice nurse and a Practice manager, so it is extremely rewarding to be recognised by our peers for the good work that takes place on a daily basis here.

It is no understatement to say that this QPA is truly a team effort and we have all pulled together to make this possible.

## 0800 NUMBER CALLING?

Have Caller Display, BT 1471 or like most of us, just try to avoid answering 0800 numbers?

If the surgery or hospital etc is calling you, our number shows up as 0800 678 3393. This is due to technicalities within the complicated switchboard system in NHS Highland and was set up to avoid our number showing as "withheld". Remember this number, write it down beside the phone or save it in your mobile phone as 'surgery' or "NHS" so you know it is someone from the Health Centre or hospital who is calling.

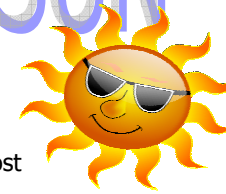


## Want to Stop Smoking?

Did you know you can enroll at any of the pharmacies and receive free nicotine replacement products as well as advice and support.

It's the single best thing you can do for your health.

# STAY SAFE IN THE SUN



Now that the 'Summer' is here it is important to follow some 'sun safety guidelines' especially for local Lochaber folk who are used to being blue most of the year.

If you are going abroad or even if we are hit by a heat-wave in Lochaber it is important to protect your and your children's skin in the sun. The key thing is to **avoid sunburn** but still get lots of sunlight as we need sunlight to obtain Vitamin D which is scarce in the Winter months.

Some basic sun safety guidelines are:

- Spend time in the shade between 11am and 3pm.
- Make sure you never burn.
- Aim to cover up with a T-shirt, hat and sunglasses.
- Remember to take extra care with children.
- Use factor 15+ sunscreen.
- Reapply sunscreen after being in the water.

## SCOTTISH ISLANDS PEAKS RACE

Dr Arnott recently completed the Moidart Highlander Mountain Marathon, which started and finished at Glenfinnan, with a midway camp at Lochailort and then completed the Stuc a'Chroin hill race at Strathyre . This was in preparation for the 2014 Scottish Islands Peaks race as a runner on the yacht 'Tangle o'the isles' with experienced Duror based yacht skipper Joey Gough. The race, which Dr Arnott previously completed in 2008, is a continuous day and night event over two to three days. It starts with a 4.5miles cross country run in Oban and finishes at Troon. It involves 60miles of running up Ben More on Mull (from Salen), the Paps of Jura (from Craighouse) and then Goatfell on Arran (from Lamlash). The sailing (which looked far more exhausting than running-including the dinghy rowing!!!) took the team past the Correyvreckan whirlpool and around the Mull of Kintyre at night. Other than at Oban, the weather this year wasn't too good but Dr Arnott's team of two runners and three sailors pulled together to complete the course in 8<sup>th</sup> place /44 yacht teams participating.



## STAFF UPDATES

We have welcomed another new doctor to the Tweeddale ranks. **Dr Manoj Jha** will be with us for the next six months.

In August it will be 'all change' again and we will be joined by **Dr Roberta Lindeman**.

Once again we wish to thank our patients for their co-operation participating in video consultations and questionnaires which are an essential part of training for these soon to be GPs.

## SUMMER TIME REMINDERS

- Remember to give yourself plenty of time to arrange for your travel vaccinations if you are jetting off abroad. The Travax website can help you with information. [www.travax.nhs.uk](http://www.travax.nhs.uk)
- If you are using the countryside remember to be on the look out for little hitch-hikers when you get home and deal with ticks by removing them correctly. See [www.lymediseaseaction.org.uk](http://www.lymediseaseaction.org.uk) for more info.

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We are also on the  
web at  
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