

Assistance from your Pharmacist:

You may be aware of a television advertising campaign encouraging patients to seek advice from their local pharmacy for minor health concerns.

The Tweeddale GPs are happy to endorse this. The Pharmacist is a trained professional and as well as offering assistance with common illnesses—like sore throats, coughs, colds, tummy troubles and aches and pains they can also help with stopping smoking, emergency contraception, sexual health and alcohol consumption advice.

Most pharmacies have consultation rooms where you can talk privately to the Pharmacist and they can also talk to you confidentially without anything being added to your medical records which you may prefer.

Some Pharmacists are able to prescribe antibiotics for adult females with urinary tract infections if appropriate. They can also issue you with an emergency supply of your regular medication if you run out.

Getting advice from your Pharmacist is the best first step for a minor health concern but if you think you or your family member may be more seriously ill then a GP or hospital may be more appropriate.



When we are closed:

The Practice will be closed for 'Protected Learning Time' i.e. Staff Training on the afternoon of



**Wednesday 21st
March 2018**

We will also be closed for Good Friday on

Friday 30th March 2018

If you require urgent medical assistance which can not wait till the practice re-opens on Monday 02.04.18 please ring NHS24 on 111. If you have a life threatening emergency please ring 999



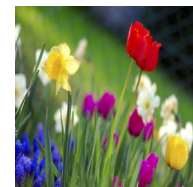
**Tweeddale Medical
Practice**

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Patient Newsletter

**SPRING 2018
EDITION**



MARCH
ISSUE 41

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

- Patient Donations
- Advanced Nurse Practitioner(s)
- Prescription Ordering
- Sick Notes
- Your Pharmacist can help
- When we are closed

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.

[Visit our website at www.tweeddale.com](http://www.tweeddale.com)

Here you can pass on your suggestions and **also sign up for e-mail copies of newsletters and updates direct from us**, to help keep you informed on what's happening at Tweeddale (just go to the "Contact Details" page on the website and scroll to the bottom of the map).



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Patient Donations:

"We have purchased 5 heart monitors called Kardia Mobile from our patient donation fund. These small hand-held devices can be used to take a quick, basic heart tracing to see if the patient has Atrial Fibrillation, a heart condition that causes an irregular and often abnormally fast heart rate. This helps the GP to make a decision on appropriate treatment as soon as possible.

The GP Partners now have one of these each. They are small and mobile which means they can use them in the surgery or take them out on visits to the patient's home.

We always feel very honoured when patient's wish to acknowledge and thank us for the care we have provided to them or a loved one – it really means a lot."

THANK YOU

Advanced Nurse Practitioner(s):

You may have found, if you have phoned for an urgent appointment recently, that you have been offered an on the day appointment with our Advanced Nurse Practitioner, Siobhan McArthur.

Our other Practice Nurses are also undertaking ANP training. Our staff are always learning and developing their roles in an effort to provide patients with service improvements and we hope this will help us meet the difficult challenge of improving access for patients.



Prescription Ordering:



<https://www.patient-services.co.uk>

Our online ordering service for repeat prescriptions has now moved to a new website. If you are already set up for this service you should have received an email with details on how to 'migrate' to your new account. If you would like to register for the service please bring photographic ID to the reception desk and ask for a registration form.

What is Patient Online Services?

Patient Online Services allows patients to:

- Order repeat prescriptions online
- Make appointments online
- View your own medical record online

using your computer, tablet or smartphone rather than having to phone or visit your practice

N.B. Only the Repeat Prescription Ordering module is currently available at Tweeddale but the ability to make appointments and view your own medical record may become available on your account in the future.

What are the benefits of online services?

Online services will allow you to request repeat prescriptions at a time that is convenient to you – day or night (and hopefully book and cancel appointments in the future). It can also mean not having to travel to the surgery or chemist and can free up phone lines for people without access to a computer. This can be particularly helpful for people who live with a long-term condition that needs regular monitoring and frequent prescriptions.



SICK NOTES/FIT NOTES

Please note that the GP will not usually issue you with a fit/sick note unless you have been off work for more than 7 days. For the first 7 days your employer should be able to provide you with a 'self certificate'.

You can find more information at :

www.gov.uk/taking-sick-leave

We have recently reviewed our process for "sick lines" – now known as Fit Notes.

If a Fit Note is to be issued, it is important that it is done in a proper appointment so that the GP can carry out a full assessment of your care.

If you think you may need another Fit Note, please book a follow-up appointment with your usual GP. This can be either a bookable telephone appointment or a face-to-face appointment in the surgery. Please phone in advance.

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