

STAFF CHANGES

We have said farewell to FY2 Dr Anna Wells, Medical Student Duncan Stewart and GPST3 Dr Ian Pooleman and there are currently no new trainees due to join us at the practice.

The end of August also sees the end of an era. Dr Alan Massie will hang up his stethoscope and head off into a very well deserved retirement.

Dr Massie has been part of the backbone of Tweeddale for the past 35 years, half the life of the NHS and his whole GP life.



A time of very mixed emotions for us in the practice – we are delighted for him personally to start the next chapter in life but he will, of course, be very much missed.

Dr Pooleman will be returning to us as a Locum in September to aid with the transition.



When we are closed:

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

**Wednesday 8th
August 2018
from 1pm**



**and also on
Tuesday 11th
September from**



If you require urgent medical assistance which cannot wait till the practice reopens please ring NHS24 on 111. If you have a life threatening emergency please ring 999

USUAL SUMMER REMINDERS:

- ◆ **STAY HYDRATED IN WARM WEATHER**
- ◆ **CHECK FOR TICKS AFTER COUNTRYSIDE ACTIVITIES**
- ◆ **USE SUNSCREEN**
- ◆ **GET YOUR TRAVEL IMMUNISATIONS IN PLENTY OF TIME**

Tweeddale Medical Practice

Fort William Health Centre
Camaghael
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Patient Newsletter

**SUMMER 2018
EDITION**



**JULY
ISSUE**

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

- Signposting and Care Navigation
- Prescriptions
- Referrals
- Staff Changes
- 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

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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ACTIVE SIGNPOSTING AND CARE NAVIGATION

You may have noticed a slight change in the way your call to the surgery is handled. There is a new government/NHS strategy which will hopefully provide you with alternative options to enable you to get the most appropriate and speedy help available.

Active signposting or receptionist care navigation is an innovative initiative which redeploys non-clinical signposting tasks to reception staff.

Therefore you may find that the receptionist who takes your call will ask a little bit about what problem you have and then offer you information about other health care professionals who may be able to help you.

For example:

- Pharmacists are now able to prescribe antibiotics for a urine infection in certain cases where appropriate.
- Also the Musculoskeletal (MSK) Helpline is a phone service for people experiencing symptoms of MSK disorders - such as back pain or sports injuries. Phone **0800 917 9390** (9.00am to 5.00pm, Monday to Friday). Calls are free from landlines and mobiles

We hope that you will find this new service beneficial and thank you for your assistance in embracing this development in your healthcare.



Prescription Ordering:



patient services

<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.



Prescription Ordering:

Please note that we no longer provide emergency prescriptions on the day when you have run out of medication. The local pharmacists have agreed to provide emergency medications when appropriate. If you need an emergency supply of any of your medicines please contact your usual pharmacy. Thank you.

REFERRALS FOR HOSPITAL TREATMENT:

If your doctor at the practice feels you need to be seen by a specialist consultant, they may refer you on to the hospital for further care/ tests/treatment. When the GP has written to the consultant they then have no control over when you will be seen. Certain specialist departments have extremely long waiting lists.

If you feel you have been waiting a long time to hear about a forthcoming appointment you can phone direct to the appointments department of the hospital you have been referred on to and ask them for an update of your place on the waiting list.

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