



Leven Medical Practice Newsletter

Autumn 2012

▶ Welcome

Welcome to the autumn edition of the Leven Medical Practice Newsletter. We use our Newsletter to keep you up to date with new developments at the Health Centre, with new ideas for improving our services to patients, and also to let you know about the full range of medical services we provide.

▶ Seasonal Flu Vaccination Programme 2012/13

We are offering a flu vaccination to all our patients in the following at risk groups:

- You are 65 years old or over
- You are pregnant
- You have a serious heart or chest complaint including asthma, kidney or liver disease, diabetes, chronic neurological disease, you are immunosuppressed or you are a carer

Contact reception on 0131 536 9700 and make an appointment to have your flu vaccination.

▶ Pertussis (Whooping Cough) Vaccinations

The Chief Medical Officer for Scotland has advised all GP practices to offer this vaccine to all pregnant women in the 28-38 week range of pregnancy. If you are already at or over 28 weeks gestation please contact the surgery and make an appointment with the Practice Nurse to have your vaccination. Further information about the vaccine can be found at the link below:

<http://www.immunisationscotland.org.uk/vaccines-and-diseases/whooping-cough.aspx>

▶ Protected Learning Times



The practice will be closed from 12.30pm – 6pm on Wednesday 31st October and Wednesday 28th November. This allows all Doctors, Nurses and Practice staff to receive regular clinical and non-clinical training in protected time to enable the Practice to deliver the best possible care to all its patients.

Remember if you need to see a doctor when the surgery is closed, please contact NHS24 on 08454 24 24 24 or online at www.nhs.24.com

▶ Do we have your correct contact details?



It is important that we have up-to-date contact information for all our patients including telephone number. Many people change their telephone number frequently with the increased use of mobile telephones. If you have changed your number, please remember to let us know so that we can update our records.



▶ Repeat Prescription Requests

Please put your request in writing by using the right hand side of your most recent prescription. Please allow 48 hours between request and collection.



We do not take requests for repeat prescriptions over the telephone as mistakes can easily be made. If you want your prescription posted to you, please send us a supply of stamped addressed envelopes. You can deliver your request in person, by post, fax 536 9705 or email prescriptions.s70107@lothian.scot.nhs.uk

▶ Patients failing to attend appointments



Over the last 3 months 115 appointments have been lost due to patients not attending their appointment with either the Doctor or Nurse. When a patient does not turn up for an appointment or does not contact the surgery in advance to cancel or change an appointment this affects the way the surgeries are run:

- It increases the waiting time for appointments
- It is frustrating for both staff and patients
- It wastes resource

PLEASE REMEMBER TO INFORM US IF YOU NEED TO CANCEL/CHANGE YOUR APPOINTMENT

▶ Extended Hours Access

Open Surgery and Nurse Brough's clinic start at 8.00am on a Wednesday. Dr Carroll & Dr Marshall now have pre bookable telephone appointments on a Wednesday morning between 7.30am and 8.00am. In addition Dr Carroll offers pre bookable telephone appointments on a Tuesday evening from 6.00pm to 6.30pm.

Contact the surgery for more information.