



## Leven Medical Practice Newsletter

2<sup>nd</sup> edition – Jan 2010

### ▶ **Welcome**

Welcome to the second edition of the Leven Medical Practice Newsletter. As mentioned previously, we'll use the 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 let you know about the full range of medical services we can provide.

### ▶ **H1N1 Vaccinations (Swine Flu)**

Our H1N1 programme is now up and running so if you fall into one of the following categories, please make an appointment for your H1N1 vaccination at the reception desk:

#### **Phase I**

- Individuals aged six months and up to 65 years in the seasonal flu vaccine clinical at-risk groups
- Pregnant women
- Household contacts of immunocompromised individuals
- People aged 65 and over in the seasonal flu vaccine clinical at risk groups

#### **Phase II**

- Children from six months – 5 years

### ▶ **Surgery Opening Hours**

Telephone lines are open from 8am-6pm, Monday to Friday.

Reception Desk opens at 8.15am-6pm, Monday to Friday.

## **Would a Telephone Consultation help?**

Some problems can be sorted out without the need to see a doctor in person. Did you know that a doctor is available to give advice on the telephone; Monday to Friday between 11am – 11.15 am AND 3pm and 3.15pm.

If after speaking to the doctor on the telephone, they ultimately feel it necessary for you to be seen, this will be arranged.

## **Coil & Implanon Contraception Service**

As mentioned in our last newsletter, Dr Marshall is now offering a contraceptive coil fitting and Implanon (contraceptive rod) fitting and removal service.

Please ask to see Dr Marshall either in open surgery or by appointment if you would like to consider either of these long-acting reversible methods of contraception.

## **Patients Failing to Attend for Nurse Appointments**

Approximately 50 patients per month fail to attend for pre-booked appointments with the Practice Nurse. These patients do not contact the surgery to cancel or change their appointments.

These wasted appointments increase the waiting time for other patients.

It is therefore very important that if you have an appointment with the Practice Nurse and then decide that you do not need to attend, that you remember to contact the surgery and cancel the appointment. This allows us to offer the appointment to another patient.

## **Your Suggestions & Comments**

We welcome and appreciate any views or suggestions you may have regarding any aspect of our service. We are always looking for ways to improve the service we provide you. Please direct any suggestions/comments to Fiona Gilbert, Practice Manager.