



Leven Medical Practice Newsletter

4th edition – September 2010

▶ **Welcome**

Welcome to the Leven Medical Practice Newsletter. As mentioned previously, we use this 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.

▶ **Change of contact details?**



If you have recently changed your address, telephone number, or have a mobile number, please let us know, so that we can keep your contact details up to date.



▶ **Wasted Practice Nurse Time**

This year alone 240 patients have not attended for their appointment with the Practice Nurse, wasting approximately 40 hours of Practice Nurse time.

Please ensure that if you are unable to keep your appointment, you let us know as soon as possible.

We aim to provide a good service to our patients and we need your help and co-operation to do so. Missed appointments cause considerable inconvenience not only to us but also other patients.

▶ **September Holiday**

The practice will be closed on Monday, 20th September 2010. Please remember to allow enough time if you need to order any repeat prescriptions.

▶ Are you a Carer?



VOCAL (Voice Of Carers Across Lothian) – is an organisation run by carers for carers.

Leven Medical Practice and VOCAL Carers Centre are working in partnership to identify and support carers. Carers are people who look after a partner, husband or wife, son or daughter, relative or friend with a disability or illness. Carers are family members or friends who look after someone without pay or financial reward.

Anyone looking after a person with an illness or disability, whatever their situation, is considered a carer with equal rights to help, support, information and service.

If you would like to be referred to VOCAL for advice and support, please complete a referral form with is available at the Reception desk.

▶ Flu Clinics

If you are over 65 or suffer from one of the following, you are entitled to a flu vaccination: Chronic Heart Disease, Chronic Respiratory Disease (COPD or Asthma), Diabetes, Chronic Renal Disease, Chronic Liver Disease, Immunosuppression or Asplenia or dysfunction of the spleen.

Flu clinics will commence at the end of September beginning of October, please contact the surgery nearer the time to arrange you flu jab.

▶ Confidentiality and young people

We provide a confidential service to all our patients, including under 16's. This means that you can be sure that anything you discuss with any member of the practice – doctor, nurse or receptionist – will remain private. Nothing will be said to anyone including parents, other family members, care workers or teachers without your permission.

The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from very serious harm.

If you have any worries about confidentiality, please feel free to ask a member of staff.

▶ 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 to you. Please direct any suggestions/comments to Fiona Gilbert, Practice Manager.