



## Leven Medical Practice Newsletter

Spring – April 2012

### ► 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.

### ► Public Holidays in April, May & June 2012

The practice will be closed for four days over EASTER (Friday 6<sup>th</sup> April, Saturday 7<sup>th</sup> April, Sunday 8<sup>th</sup> April and Monday 9<sup>th</sup> April).



In addition we will also be closed on :

Monday, 7<sup>th</sup> May 2012 – MAY HOLIDAY

Tuesday, 5<sup>th</sup> June 2012 – DIAMOND JUBILEE HOLIDAY

Please make sure you order and collect your repeat medication in plenty of time before the holidays.

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](http://www.nhs.24.com)



### ► Patient Information Leaflets

We hold lots of different leaflets on health care topics; so many that we can't put them all out at once! If there is a particular health topic you would like to find out more information on please simply ask.



## ▶ Travel Vaccinations

If you require travel advice and immunisations, please collect a form from reception and make an appointment with the Practice Nurse, at least eight weeks before you go on holiday. This will give you adequate time to discuss any vaccinations that you might need.



## ▶ Repeat prescription requests



Please put your request in writing or use the right hand side of your most recent prescription. 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 or e-mail [prescriptions.s70107@lothian.scot.nhs.uk](mailto:prescriptions.s70107@lothian.scot.nhs.uk) – please allow 48 hours before collection.

## ▶ Physiotherapy Self-Referral

Did you know that you can refer yourself for NHS physiotherapy without having to visit your GP for a referral? Simply ask at reception for a physiotherapy self-referral form or visit the website below for further information: [www.ecps.scot.nhs.uk](http://www.ecps.scot.nhs.uk)

## ▶ Wasted Practice Nurse Time

So far this year 144 patients have not attended for their appointment with the Practice Nurse, wasting approximately 24 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.

## ▶ Your Suggestions & Comments

As always 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.