

Carronbank Medical Practice Newsletter

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Online appointments

You will soon be able to book your next doctors appointment online. It's quick and easy to use and can be particularly useful during those times when the practice is closed or telephone lines are busy. It's also possible to cancel your appointment online. It is available to everyone 16 years and over. It's very easy to use and can be set up in 3 simple steps:

1. Ask for a registration form at reception. This provides all the information you need to register to use the facility.
2. Visit the practice website at: www.carronbank.co.uk then click on the 'Emis Access' logo.
3. Enter your personal registration details as they appear on the registration form.

Look out for the information leaflets that will be displayed once we get going. This will be late August/early September.

Staff changes

- We have had a few changes recently and said goodbye to Dr David Stevenson. However, we are fortunate to have 2 of our previous trainees return to complete their training to be GPs. Dr Ryan Ewbank and Dr Laura Forsyth will be with us until August next year.
- Dr Louise Gorman, who was one of our previous trainees has now joined the practice as one of the Partners. She will be working 2 days a week, on a Monday and Thursday.
- Gary Hornsby has joined the reception team.
- Shona Bracken (district nurse) has left and Jim Leishman has joined the team as Charge Nurse.



Dr Laura Forsyth



Dr Ryan Ewbank



Gary Hornsby

Flu vaccination

Flu vaccinations usually take place during October. Letters of invitation to those who are eligible will be sent out during September. If you think you are eligible but have not received a letter by the end of September please contact the practice.

Quality Practice Award (QPA)

The Quality Practice Award from the Royal College of General Practitioners is the highest award that a general practice can achieve. In order to complete the work for the award, there is a large amount of clinical areas covered as well as extensive examination of the patients' experience along with demonstrating that the administrative procedures in the practice are of the highest order.

We successfully completed QPA in March this year which is the third time we have achieved the award. We first completed QPA in 2000 and again in 2005. Around 200 practices in the UK have achieved QPA and we are the third practice in the UK to have achieved QPA for a third time. We remain the only practice in Forth Valley to have done QPA.



Mr Ian Mullen, Chairman NHS Forth Valley, recently presented the award to the practice, which was also attended by a few members of our patient group.

Why can't I have blood tests for a hospital visit done at the practice?

When patients go to a hospital for an out patient appointment it might often seem to make sense for any blood tests that are needed to be carried out in the practice before going to the hospital. Sometimes the hospital doctor may ask for that to happen.

Unfortunately, we are not in a position to offer this service at the moment. The reason for that is that the van that takes our blood samples to the hospital lab picks them up at 11am. Also, we only have access to one room for the healthcare assistant to take the blood samples from when we open in the morning till 11am. Virtually all these appointment times are taken up by patients who have seen, or are about to see, one of our own doctors or nurses and need to have a blood test as part of that. Therefore we do not have the spare capacity to do more blood tests. Already, when our healthcare assistant is on holiday, the doctors have to do the routine bloods which means they are not available to see patients in those appointment times.

If the lab van came later we would be in a position to provide more blood test appointments. So we have tried hard to get the Health Board to move the time that the lab van does the pick up to later in the day but they have not been able to do so.

We also hope that in time the hospital will agree to fund an extended service to take these blood samples in patients' general practices in Forth Valley. On a positive note, for many years we have done hospital tests for patients who have a cancer and we shall continue to do this.

