

# Carronbank Medical Practice Newsletter

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## Appointments

We continue to try to make our appointment system work as easily as possible for our patients. Our aim is to ensure that **you will be offered an appointment on the day that you want to be seen**. This could be the day you ask for it or the next day. Or you can ask for an appointment **any time up to four weeks in advance**.

We also encourage patients to book

telephone consultations when this is appropriate. It saves your time and can be a lot more convenient for you.

We also think it is a really good idea to try to see the same doctor most of the time. We call this **continuity of care**. So if you have already seen a doctor because you are ill then if things haven't got better then try to see the same doctor again, unless it

becomes an emergency.

We are still providing a limited number of appointments early on Saturday mornings. These have to be booked by the day before at the latest. Because only the doctors work at that time and there are no nurses present or hospital facilities open we can only deal with problems that do not need extra tests such as blood tests at the same time.

## Flu vaccination

We have sent invitations out already to those of you who are offered the normal flu jab. This year it is important to realise that the swine flu jab is different from the normal seasonal flu vaccination.

**There is one big difference in who gets offered a swine flu jab. That is patients over the age of 65 are not eligible for swine flu vaccination unless they have a health condition such as diabetes, heart disease or a chronic chest problem.**

We will notify these patients when it is their time to have the swine flu vaccination.

If you have decided you don't want to have the normal seasonal flu vaccination please let us know. This will not stop you having the swine flu vaccination when you are called.



## Recall system

We will gradually be changing the way we remind you when you are due to attend one of our chronic disease clinics. We will start with the diabetic clinic and hope to tackle all our other clinics over the next year.

We are keen to make this a more personal service so instead of sending you a letter to remind you (followed by a 2<sup>nd</sup> and 3<sup>rd</sup> letter) we will contact you by phone. This means you can let us know right away if you have any special requirements like you need the doctor or nurse to see you at home. It also means we are doing our bit for the environment as we will use much less paper.

## Keep your details up to date....

It is really important that you let us know as soon as possible if you change your name and/or address. We would also like an up to date phone number, including a mobile if you have one.

If you have changes in your personal details please let the receptionist know.

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*"If you have any changes in your personal details please let the receptionist know."*

## New trainees

We have had a few changes recently and said goodbye to Dr Adwani & Dr McKenna. However, we are fortunate to have 2 new trainees. Dr Ranjan will be with us for a year and Dr Laura Forsyth is here until next February. She will return here to complete her training in August 2011.

## Chlamydia screening



Chlamydia is the most common sexually transmitted infection in the UK. 1 in 10 young people under the age of 25 are infected. It often causes no symptoms, and can be passed on to others without you realising. However, symptoms and complications may develop if it is left untreated. A short course of an antibiotic clears the infection in most cases. You can ask for a test any time but ladies may be offered a simple screening test when they attend to have a smear taken or when they attend for a contraception review.

## Sports news

Sadly we have nothing exciting to report in this issue. We have no plans either as all we will be doing over the coming months is giving flu jabs!

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