

# Carronbank Medical Practice Newsletter

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## Flu vaccinations

This year the dates for the flu clinics are:

Wednesday 6 <sup>th</sup> October	2.00pm – 4.45pm
Wednesday 20 <sup>th</sup> October	2.00pm – 4.45pm
Wednesday 3 <sup>rd</sup> November	2.00pm – 4.45pm
Saturday 6 <sup>th</sup> November	8.30am – 10.30am

Pregnant women who have not so far had the swine flu (or H1N1) vaccination will be offered the flu vaccine this year.

All those eligible to have the vaccination will be sent an invitation letter.

## New faces

Some of you will remember Dr Lisa McKenna and Dr Ryan Ewbank who have been trainee GPs in the practice recently. Lisa became a new Mum and Ryan became a new Dad within 3 days of each other in July. The picture shows Lisa with Ruby and Ryan with Eilidh.



We welcome Dr David Stevenson who will be in the practice till next July as he completes his GP training. David was at school in Coleraine as was Dr McElhinney. But it was a different school so we can't ask for any good stories about Dr McElhinney from David.

### In this issue....

- Flu vaccinations
- New faces
- Why does the receptionist ask questions about your illness?
- Drug side effects
- Patient survey results

## Why does the receptionist ask questions about your illness?

We occasionally get feedback from some of our patients that they don't like being asked by the receptionist for some idea of why they want to see the doctor or nurse.



We appreciate that this information may be confidential. However, there are some situations where it is helpful or even vital that we know what the problem is.

- It is really important when you ask for a home visit for the doctors to have an idea of what the problem is so that they can go to the most seriously ill patients first.
- If you ask for an appointment with a practice nurse, the receptionist needs to know what the problem is so that they can direct you to the most appropriate nurse. Not all our nurses do the same disease clinics, for example. Also some conditions need longer appointments to do the necessary checks.

So please bear with us so we can help you to get the right treatment. And of course any information you do give to the receptionist is treated with the same confidentiality as if you were talking to your doctor or nurse.

## Side effects from drugs

Most of us get a prescription from a doctor or nurse at some point in our lives. Most times the drug does its job and we don't have any side effects. But what should you do if you do get a side effect?

The doctors do tell you about any likely common side effects when you are given a prescription. For example, a high dose of antibiotic is likely to give you some diarrhoea. But they do not tell you every single side effect that you could possibly get, the list is far too long as you will know if you have ever read the leaflet that comes with your medicine. If you think that you may have a significant side effect from your drug then there are 3 things you can do.

1. Check with the drug leaflet to see it is a possibility
2. Speak to your pharmacist
3. Ask for a telephone consultation with your doctor or face to face one if necessary.

If we know that you have had a side effect to a drug we record it in your computer record so it warns us if we try to give it to you again.

## Patient survey results

The Scottish Government ran a big survey last year looking at the experiences of patients in all GP practices. Some of you will have filled a questionnaire in. The results are available online at <http://surveyresults.bettertogetherscotland.com/gp/default.aspx>. Enter "Carronbank" and you will see our results. There are a few things we hope to change in the practice as a result of this survey over the next year. For example, we will look at installing a self check-in machine so that you do not need to tell us at reception when you have arrived for your appointment. This should reduce the numbers of people at reception so that confidentiality is improved.

