

December 2012

# Carronbank Medical Practice Newsletter

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## Docmail

Starting this month we will be using Docmail to send out our batch letters such as reminders for chronic disease clinics. This may be extended to other letters in the future.

Docmail is provided by CFH Total Document Management Ltd. It is a secure print and mailing company who provide print and mailing services to Local Government, GPs, dentists, medical practices, schools, exam boards and banks etc throughout the UK.

The data is held by Docmail for only 28 days then deleted from their servers. The data is not shared with anyone. The Practice has approval from Information Governance and the IT security lead at NHS Forth Valley.

Any letters you receive from us from now on will have "Private and Confidential" printed on them so please don't confuse it for "junk mail".

### Opting out:

If you do not wish Docmail to send you invitation letters on our behalf you may opt out. Please contact the Practice and we will be able to process this for you.

## Staff changes

We have had a few changes recently. We've had to say goodbye to Dr Ryan Ewbank and Dr Laura Forsyth. However, we are fortunate to have 1 of our previous trainees, Dr Catriona McPhail return to complete her training to be a GP. We are also very pleased to have Dr Deepali Misra-Sharp with us until February next year.

Dr Deepali Misra-Sharp



Dr Catriona McPhail



## Flu vaccinations

All of the flu clinics are now over. Everyone who is entitled to a flu vaccination this year will have received a letter stating so. If you have received a letter but missed the flu clinics you can still make an appointment with the practice nurse. Please contact reception to arrange this. If you think you may be eligible but have never received a letter then please also contact the surgery.



## Text reminders

We can now remind you of your appointment via text the day before. If you don't need the appointment anymore you can also cancel your appointment with a text. If you would like to make use of this service please ensure we have your correct mobile number on file.

## Online Appointments

You can now 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. For more information, please ask at reception.

## Strathcarron Hospice 10km run

In October Drs Campbell, McElhinney, Appleby, Gorman and Gary from reception (not pictured) all completed the annual 10km run in Denny in aid of Strathcarron hospice. Running alongside hundreds of other runners, our Carronbank team helped raise several hundred pounds for a very worthy cause.



## Wear it pink day

On the 26<sup>th</sup> October many of our staff wore items of pink clothing and paid £1 to do so. It was all to help raise awareness and money for Breast Cancer Campaign. In the end we raised £43.21 from people wearing pink and a collection box at the front desk.



## Facebook

We now have a facebook page for the surgery. We already keep many patients up to date with any changes within the surgery and post useful health related links. It also gives you the chance to pass on any comments to us. Find us at:

[www.facebook.com/carronbank](http://www.facebook.com/carronbank)

## Self Check-in

You can now check yourself in for your doctor / nurse appointment at the surgery without having to come to reception. Simply enter a few personal details on the touchscreen machine in the waiting area and the doctor / nurse will know you're there.

The self check-in should cut down on queues at reception. The reduced queues should also make any conversations at reception more private. Remember if you wish to speak to someone at reception in more privacy away from the desk, please don't hesitate to ask.