



# Carronbank Medical Practice

[www.carronbank.co.uk](http://www.carronbank.co.uk)

Autumn 2018 newsletter

## In This Issue

- Changing Faces
- Flu vaccinations
- Data Protection
- Travel vaccinations
- Who to turn to when you are ill
- Extended Hours
- Practice Closures

## Facebook

[Facebook.com/Carronbank](https://www.facebook.com/Carronbank)

## Practice website

[Carronbank.co.uk](http://Carronbank.co.uk)

*Book online appointments and prescriptions, access self help, advice on chronic pain, patient decision aids for chronic conditions, and access advice for carers.*

## Other useful websites

### NHS Inform

[www.nhsinform.scot](http://www.nhsinform.scot)

*For your health-related questions.*

### Bowel screening

[www.nhsinform.scot/healthy-living/screening/bowel/bowel-screening](http://www.nhsinform.scot/healthy-living/screening/bowel/bowel-screening)  
*How to request a kit if you are aged 50-74.*

### Alzheimer Scotland

[www.alzscot.org](http://www.alzscot.org)

*Support for people with dementia and their carers.*

## Changing Faces

We are pleased to welcome back Dr Rachel Bailie and Dr Lieke Tolkamp, who have both returned to complete their final year of GP training.

Dr Maeve Chestnutt has left us after completing the first part of her GP training but should return for her final year in around 18 months time.



Dr Rachel Bailie



Dr Lieke Tolkamp

## Flu Vaccinations

Flu season will soon be upon us. If you are eligible to get the vaccine this year you will receive an invitation letter in the post during September.

Due to a change in the available vaccines we will be making some changes to our flu clinics. It is very important that you bring your invitation letter to the clinic to ensure you receive the vaccine appropriate to your age group.

Vaccines for patients over 75 years may not be available until November and therefore may not be included in our routine flu clinics.

## General Data Protection Regulations

New regulations were implemented in May 2018 which resulted in some changes:

Our Privacy Notice has been updated and contains important information about how we use and protect your personal data. This can be found on our practice website at [www.carronbank.co.uk](http://www.carronbank.co.uk) or a copy can be obtained from reception.

Children aged 12 – 16 years must now give consent if they wish a parent/guardian to obtain information e.g. test results.

Text message appointment reminders – we require your consent to be able to use your mobile phone number to send you reminders. If you have not already consented and want to receive appointment reminders please let the receptionist know.

## Travel Vaccinations



Please allow 8 weeks to have any necessary travel vaccinations. Please collect a pre-travel questionnaire and hand this back into us. The practice nurse will then assess your requirements. If you are travelling sooner than 8 weeks we will regrettably be unable to assist you but we can provide you with details of private travel clinics who can offer last minute travel assessments and vaccinations.

## Patient Access

*This allows you to order repeat prescriptions on-line as well as book, view and cancel appointments via the practice website.*

[www.carronbank.co.uk](http://www.carronbank.co.uk)

*If you are over 16 years and would like to register for this service, please speak to the reception staff who can issue a registration form. Each patient must request their own form. A free mobile phone app is also available for Android and iOS.*

## Pregnancy Booking

*If you have a positive pregnancy test please arrange your first midwife appointment by emailing: [pregnantfv@nhs.net](mailto:pregnantfv@nhs.net) or phoning the pre-booking line on 01324 567146. This line is open Monday – Friday 8.30am – 12.00pm. You can leave a message and a member of staff will call you back.*

## Keep your records up to date

*Please help us to keep your records up to date by telling us when you change name, address or phone number. Keeping your details up to date will ensure that you receive any important practice or national information such as immunisation and screening invitations.*

## Who to turn to when you are ill?

Did you know that there are many services available to help with common ailments?

**Pharmacists** can provide treatment, including antibiotics if necessary, without seeing a doctor, for:

- Urinary tract infections
- Impetigo
- Conjunctivitis
- Vaginal thrush
- Skin conditions such as eczema, dermatitis, allergic reactions
- Skin infections such as cellulitis, infected insect bites, nail infections

**Opticians** are best for:

- Blurred or loss of vision
- Sudden flashes or floaters
- Eye infections or red, sore, dry or watery eyes

**Dentists** can help with:

- Toothache or sensitive teeth
- Mouth abscesses and infections

### Musculoskeletal Advice & Triage Service (MATS)

If you suffer from a muscle or joint problem, MATS can help and is available for anyone over 16 years. MATS can help by finding out if you need to see a doctor, providing advice about your problem and referring you to a healthcare professional if you need it – this could be a physiotherapist, podiatrist or other healthcare professional.

To contact MATS: phone – 0800 917 9390 or visit [nhsinform.scot.msk](http://nhsinform.scot.msk)

## Extended Hours

We now offer appointments on a Monday evening and every second Friday evening. These are designed for those who are unable to attend normal surgery hours. Appointments can be made by contacting the practice during normal surgery hours.

Due to building access restrictions, entry to the surgery during extended hours times is via the side door entrance located on Carronbank Crescent, opposite St. Alexander's Church. Due to the steep steps this entrance is not suitable for those with mobility problems and may be difficult for those with pushchairs/buggies.

## Practice Closures

The practice will be closed on Monday 3<sup>rd</sup> September, Monday 15<sup>th</sup> October and also 25<sup>th</sup> & 26<sup>th</sup> December and 1<sup>st</sup> & 2<sup>nd</sup> January.

We will also close at 12.30pm for staff training on Thursday 16<sup>th</sup> August and Wednesday 24<sup>th</sup> October.

If you require medical care on these days please contact NHS24 on 111.