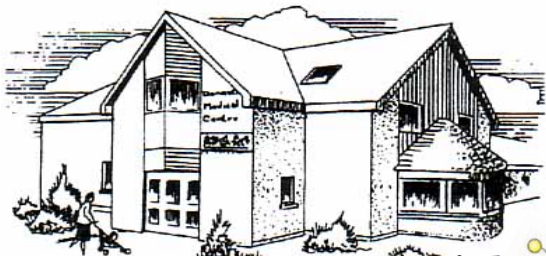


Danestone Matters



SUMMER 2015
Newsletter



STAFF NEWS

Congratulations to **Dr Linzi Lumsden** who was appointed as a partner with us at the beginning of April. Dr Linzi has been with us since May 2014 and has proved popular with staff and patients alike. Her particular interests are in family planning and sexual health. Welcome to the Danestone Family, Dr Linzi!

For family reasons **Anne Coombes**, our Practice Manager, has decided to reduce her time commitment to the practice. We have therefore decided to re-organise the management team. We are delighted to announce that **Tracey Thom** has been promoted to the role of Practice Manager. Tracey has worked in the practice since November 2004. She assumes the main Practice Management role and is supported by **Lynne Gillies** and Anne who will deal with the business, HR and patient feedback aspects of the practice.

We welcome a new staff member to the admin team - **Val Grove**. Val will be working part time with us splitting her time between reception and secretarial.

We have a couple of temporary staff helping us out as we deal with some staff absences through ill health. **Susan Murray** on the nursing team and **Claire Miller** on the admin team. They have already proved their worth and have slotted in smoothly to the practice.

FRAUDULENT TELEPHONE CALLS - BEWARE!

We have recently heard of a situation affecting a local medical practice. A company has telephoned patients saying they are phoning on behalf of the medical practice. They ask what the patient's medical problems are and offer new tablets at a good price obtaining the patient card details.

Please remember you don't have to pay for NHS medication and the practice would NEVER contact you asking for your bank details.

NHS Grampian advice is not to give out any personal information and call the police immediately if you receive this type of call.



Working together, caring for your health

Danestone Medical Practice

Fairview Street, Danestone,
Aberdeen AB22 8ZP

Tel: 01224 822866 Fax: 01224 661586

Website: www.nhsgrampian.org/danestone

KNOW WHO TO TURN TO.



In these days of increased pressure on NHS health services, NHS Grampian have produced a "Know Who To Turn To" website and leaflet containing useful information on the range of healthcare available. This includes GP

surgeries, pharmacists, dentists and opticians as well as advice on self care. The website can be viewed at www.know-who-to-turn-to.com



NHS Grampian is running a campaign to highlight the high level of inhalers which are being wasted. If you use an inhaler, please do not order more than you need. It is worthwhile having your inhaler technique checked at your local pharmacy - even if you have been on inhalers for a long time. Research has shown that up to 90% of people do not use their inhaler properly. Check out this website www.breath.roky.beconvivial.com which explains how you can get the most from your inhaler - allowing you to get better control of your condition.

DANESTONE GALA

We are once more looking forward to the gala which is planned for **Saturday 4th July 2015**. As usual there will be lots of different fun activities and stalls in the community area at Danestone to suit all ages. Come and see us at the Medical Practice Stall. We will have plenty of health advice and information available - please come along and say hello.

PATIENT PARTICIPATION GROUP

Chairman: Andy Cowie-tel: 703248

Are you travelling abroad this year?



If you are travelling abroad you may need additional vaccinations. Please fill out a travel questionnaire and one of our nurses will check to see what is required for the areas you will be visiting. Either collect a travel form at the practice or print from our website. Please collect the form one week after you hand in.

This needs to be done at least SIX TO EIGHT WEEKS before your travel date to allow time for booking any necessary appointments at our Travel Clinic and ordering any vaccines you may need. Please note – certain vaccinations need to be given one month before your travel and you may also require a course containing more than one dose.

www.fitfortravel.scot.nhs.uk is a useful website with lots of information and advice for travellers

Ask the Pharmacist

Suffering from a minor illness and want advice as quickly as possible? **DID YOU KNOW** that your local pharmacist can give you confidential advice (and treatment if needed) for some common illnesses without you seeing your GP? Here are just some of the conditions your pharmacist can help you with:

- coughs, colds and sore throats
- minor skin conditions and acne
- athlete's foot
- styes and minor eye infections
- pain, including backache
- cold sores
- diarrhoea/constipation
- colic
- thrush

Pharmacists provide many other services including:

- NHS emergency hormonal contraception
- NHS smoking cessation support
- Advice on travel injection requirements & supply of malaria prevention

The Cinnamon Trust
The National Charity for elderly and terminally ill people and their pets



The Cinnamon Trust is a national charity for the elderly and terminally ill and their pets. They have a national network of volunteers who assist when day to day care poses a problem. They aim to relieve any worry for owners concerning the

welfare of their pets. The Cinnamon Trust is looking for volunteers in this area. You can choose what you wish to be involved in – visiting housebound owners; taking dogs for walks; fostering pets when owners are in hospital; taking pets to the vet etc. If you are interested please contact Sally direct on 01736 758707 or email sallycollins@cinnamon.org.uk

Check out the website www.cinnamon.org.uk

Why does the receptionist need to ask what's wrong with me?

It's not a case of the receptionists being nosey!



The reception staff are integral members of the practice team and are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care
 - from the most appropriate health professional
 - at the most appropriate time
- Receptionists are asked to collect brief information from patients:
- To help doctors prioritise visits and phone calls
 - To ensure that all patients receive the appropriate level of care
 - To direct patients to see the nurse or other health professional rather than a doctor where appropriate.
- Reception staff, like all members of the team, are bound by confidentiality rules.
- Any information given by you is treated strictly confidentially.
 - The Practice would take any breach of confidentiality very seriously and deal with accordingly.
 - You can ask to speak to a receptionist in private away from reception.
 - **However if you feel an issue is very private and do not wish to say what this is then this will be respected.**

Thank you for your support

Local Buggy Walks

Why not come along to Danestone Community Centre on a Friday at 9.15am and join in a gentle 30 - 45 minute walk. All



you need to participate is a buggy and a baby! If weather is bad come along anyway and we will find something indoors to do. Walks are co-ordinated by a volunteer walk leader and we stay for a cuppa afterwards. Contact Moira at the Community Centre 01224 828333 or Santosh (Health Improvement Officer) 07747 565262 for further details. It's free!

Protected Learning Time (PLT)

We will be closed from 1.30pm for staff training on
June 24th 2015

Patients in need of urgent advice or who need to see a Dr during PLT afternoons should telephone the surgery number and an answering machine message will give you the telephone number for NHS 24