

The Baronscourt News

Volume , Issue

June 2009

Welcome to the Summer 2009 edition of the Baronscourt News

Included in this edition –

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Staff Update

Protected Learning Afternoon

The next staff protected learning afternoon will be Wednesday June 24th. The Practice will be closed from 12 noon that day.

Useful Numbers

Practice Numbers

Phone 0131 657 5444

Fax 0131 669 8116

Community Service Numbers

District Nurses 0131 467 6006

Health Visitors 0131 467 7007

Midwives 0131 536 6450

Podiatry 0131 537 4552

0131 537 4550

0131 549 7335

Physiotherapy 0131 549 7379

NHS 24 08454 242424

Stop Smoking 0131 536 6247

Holiday Travel Vaccinations

As more and more people go further a field the need for up to date travel vaccinations increases. Our Practice Nurses Karen and Vanessa offer a basic travel health advice service here at Baronscourt. You can book an appointment with her by phoning reception. Patients must complete a short questionnaire with details of where they are travelling to prior to their appointment. This questionnaire must be handed into the surgery at least 7 days prior to your travel consultation. Ideally your appointment with the nurse should be at least 3 weeks before your departure.. It is important to understand that some travel vaccines take 10-14 days to become active; therefore if you are travelling at very short notice, it might not be possible to provide the necessary schedule of vaccines in the time available before your departure. In these circumstances you will be running the risk of not being properly protected. It is therefore of utmost importance that you ensure you make an appointment early enough. Travel forms are available from reception or are available to download from our web site.

www.baronscoursurgery.co.uk

Remember to take simple precautions to protect yourself in the sun – don't spoil your enjoyment and damage your health. Even when cool and largely cloudy the sun can still cause sunburn and heat stroke.

REPEAT PRESCRIPTIONS

If you are on regular medication you will be able to order these using your printed order form. Please tick the items you require, and hand it in to reception or post in the white postbox just inside the main entrance. Alternatively, you may wish to post your prescription. You can also request your prescription through our website

www.baronscoursurgery.co.uk by fax or by email at Baronscourt.Repeat@lothian.scot.nhs.uk

Unfortunately we are still unable to take requests by telephone. This is to prevent any confusion with the name of any medication as many have similar sounding names.

Changes to the appointment system

Please remember that there will no longer be an open surgery from **July 1st 2009** and we will not be providing a walk-in service. You should always phone the practice first.

When our receptionists ask you to outline your condition or need, they're not being nosy, they just want to ensure that you see or speak to the right person and may suggest:

Pharmacist

Practice Nurse

Health Care Assistant

GP Telephone Appointment – for conditions that do not require a medical examination

GP Appointment – for conditions that do require a medical examination

Here is an example of what the Healthcare professionals are able to assist you with:

Nurse Appointment

Heart and Blood Pressure and Diabetes clinics, asthma, BP checks, contraception, COPD, injections, initial smoking cessation, period problems, pill checks, pre-conception advice, smears, travel vaccinations (initial travel advice forms available from reception) and vaginal discharges.

Health Care Assistant Appointment

Phlebotomy (blood-taking), blood pressure checks and new patient medicals.

GP Telephone Appointment

Back pain, chickenpox, constipation, cystitis, depression reviews, diarrhoea and vomiting, earache, acute exacerbations of eczema, flu, heartburn, mumps, rashes, results queries, sinusitis, and urinary tract infections.

Your local Pharmacist can deal with allergies including hay fever, cold sores, colds, conjunctivitis, emergency contraception, flu, head lice and scabies, mouth ulcers, side effects of medication, sinusitis, sore ears, sore throats, sunburn, thrush, verrucae, warts and worms.

Your local Optician can deal with eye problems.

Your local Chiropody service regardless of age, for those with a podiatric/medical need. All new patients must attend an assessment. Patients can self refer for a clinic visit by filling out an application form.

Additional Information

When arranging a telephone appointment please ensure you provide a number that accepts 'number-withheld' calls and that you are happy to speak with the GP on that number e.g. at work.

Did you know we have a dedicated email prescription service and offer an on-line prescribing system:

Baronscourt.Repeat@lothian.scot.nhs.uk or via our website on www.baronscourtsurgery.co.uk

Are you aware that you can ask for your prescription to be collected straight from the practice to your local chemist, so you don't have to come into the Surgery to collect them? Ask your local chemist for information

Results

If you are phoning for test results please wait at least five working days before contacting us, and then please call after 11.00am.

Text Message Appointment Reminders

As of 23rd June 2009, we will no longer be providing patients with text appointment reminders. If you have any questions regarding this please speak to one of our receptionists.

Staff updates

Many of you will now be aware that there have been significant changes amongst the staff over the last few months. We have said a fond farewell to our Practice Manager Cheryl Newell and we welcome our new Practice Manager Lorraine Black. Also, welcome to Julie Jamieson who has joined our District Nursing Team. We would also like to welcome back Lisa Miller to the Health visiting team and say a fond farewell to Mary Cowan. We hope you will join us in wishing them all the best for the future.