

## **Carnoustie Medical Group**

Tel 01241 859888  
email  
carnoustie.tayside@nhs.net

**NEWSLETTER  
Spring 2008**

### **What's in this Issue?**

**Introduction**

**Lack of Reception  
Support for Community  
Services**

**Getting Better without  
using Antibiotics**

**Protected Learning Days**

**Change to Practice  
Members**

**Travel Advice**

**When is it best to call?**

**Surgery Opening Hours**

**Monday to Friday**

**8.00 am – 6.00 pm**

## **Introduction**

Welcome to our first practice newsletter. There are many changes proposed during the coming year and we would like to take this opportunity of sharing some of these with you. You are also invited to comment and inform on issues as they arise or affect your use of practice services. Please contact the business manager or speak to your doctor/nurse when in the surgery.

## **Lack of Reception Support for Community Services**

The practice has received many comments from our recent patient satisfaction survey regarding the lack of reception support for community services on the first floor. We felt a response from the practice was appropriate in order to alert all our patients to this situation.

NHS Tayside are responsible for these services, managed by Angus Community Health Partnership. This is a separate organisation from the practice and our reception staff have no organisational contact except in a few instances –

- Patients book in for physiotherapy appointments via our reception
- Patients book in for antenatal appointments via our reception
- Paper clinic lists are given to reception for some (not all) of the clinics held in the community consulting rooms, but these are only to help a patient who has not attended before about where to go for their appointment – we do not keep records or are able to make further appointments.

If you have any suggestions or complaints relating to an NHS Tayside community service, please contact Lorna Ramsay, Site Manager for Parkview (Tel: 01241 822558, email [lorna.ramsay@nhs.net](mailto:lorna.ramsay@nhs.net) or write Arbroath Infirmary, Rosemount Road, Arbroath, DD11 2AT) in the first instance and she will either help you there and then or direct you to the responsible person.

## **Getting Better without using Antibiotics**

Antibiotics are important medicines used to treat infections caused by bacteria. Bacteria can adapt over time and find ways to survive the effects of an antibiotic. They become 'antibiotic resistant' so that the antibiotic no longer

works. The more we use an antibiotic, the more likely it is that bacteria will become resistant to it. Some bacteria that cause infections in hospitals such as MRSA are resistant to most available antibiotics.

**So it is important to understand the need to get the right treatment for common illnesses such as colds and coughs without encouraging antibiotic resistance.**

The best way to treat most colds, coughs or sore throats (caused by viruses and not bacteria) is to drink plenty of fluids and rest. Antibiotics do not work against infections, such as colds, caused by viruses.

Colds can last about two weeks and may end with a cough and bringing up phlegm. There are many Over the Counter remedies to ease the symptoms – paracetamol, for example. Ask your local pharmacist for advice. If the cold lasts more than three weeks, or you become breathless or have chest pains, or already have a chest complaint, see your doctor.

Your doctor will only prescribe antibiotics when you need one, for example for a kidney infection or pneumonia. Antibiotics may be life-saving for infections such as meningitis. By not using them unnecessarily, they are more likely to work when we need them.

## Protected Learning Days

As you will know, Carnoustie Medical Group is a training practice. This means we train doctors to be the General Practitioners of the future. This also means we are continually learning new and exciting things to enable us to offer you the best possible service. When we have a Protected Learning Day this means for you that the surgery will be closed for that afternoon from 12.30pm and the requirement for urgent advice or a need to see a doctor is provided by NHS 24 (Tel: 0845 24 24 24) Our next planned learning day will take place in June – date still to be confirmed.

## Change to Practice Members

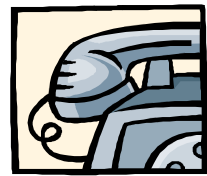
- o Dr A D McKendrick and Dr P W Thornton are planning to retire from Carnoustie Medical Group at the end of September 2008.
- o We have two new faces at reception, please welcome Lynne and Lana who have recently joined the reception team.

## Travel Advice

If you are lucky enough to be going abroad this year on holiday (or on business), we can help you with your travel health needs . Alternatively, you can get a leaflet from your local travel agent or check out the

*Fit For Travel* web site: [www.fitfortravel.scot.nhs.uk](http://www.fitfortravel.scot.nhs.uk) for more information.

If you decide to attend the surgery for a travel health consultation you will be asked to complete a form, afterwards you will be given an appointment with the practice nurse who will give you information on all your health needs for the country that you are visiting. Do this preferably at least 6 weeks before you go. Any prescriptions required are paid for in the normal way.



## When is it best to call?

When you wish to contact us Monday to Friday, here is a simple table which will make it easier for you:

<b>Appointments</b>	8am - 6pm
<b>Non Urgent Home Visits</b>	8.30am - 10.30am
<b>Prescription Line</b>	Available 24/7
<b>Test / X-Ray results</b>	2pm - 6pm

Full details can be found in our practice leaflet.

## Next Edition

Our next edition is planned for Autumn 2008 – patient contribution welcome.