

## Carnoustie Medical Group

Tel 01241 859888

email

[carnoustie.tayside@nhs.net](mailto:carnoustie.tayside@nhs.net)

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

## Newsletter Spring 2010

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Monday to Friday

8.00 am – 6.00 pm

## Smoking Cessation Group

The Carnoustie Quit Smoking Group has been running for over 10 years now and in that time we have helped many people to successfully give up smoking for life. In 2009 our success rate for those stopped at 3 months after attending the group is 55% and 25% of those, are still stopped at 1 year from their quit date. This compares favourably with the national average of 21% still stopped at 1 year.

We can offer you the opportunity to stop smoking with help from highly experienced Stop Smoking Specialists in a friendly, relaxed environment with no pressure or judgement to give you the best chance of giving up cigarettes for life. It has been proven that if you have the motivation to stop, group support and stop smoking medication gives you a 4 times better chance of giving up smoking than going it alone.

Carnoustie patients can benefit from getting advice, information, peer support and prescribed stop smoking medication at the group sessions. This all-in-house service proves to be more convenient for our patients and has been appreciated by those who have attended the group.

### NO MORE WAITING TIME!

Since January 2010 the group sessions have changed from the 10 week

course to a continuous rolling programme which means people can join the group at any time and get support for as long as they require it. We hope this will give smokers an increased incentive to give up smoking knowing the support will be ongoing without a cut off point when they may still be requiring professional help and the support of their peers.



### Use of Emergency Line (Press 1)

Some time ago the practice introduced the facility, when phoning the practice, to *Press 1* if you were dealing with a medical emergency. Present use of this facility would indicate that we have not been clear about what is meant by *medical emergency*.

A definition which the practice considers appropriate is: **treatment that must be rendered to the patient immediately for the alleviation of the sudden onset of an unforeseen illness or injury that, if not treated, would lead to further disability or death.**

We are sure you would wish to have instant access to the practice in these circumstances, therefore any other reason for contact please Press 2.

### Tick what you need!

Patients who are on one or more repeat prescriptions will be aware that their medication is listed on the right hand side of their prescription. We ask that

when you are reordering your prescription by handing this in to your pharmacy or reception, please place a tick only beside the items you need. We are finding that often there is nothing ticked and staff have now been instructed not to process requests until it is known which items are required. This can cause a delay as there are other issues to be considered – patient safety and avoidable waste in drug usage. We would ask that you help us provide an effective service – *tick what you need!* There is also a reminder placed above the medication list on the right hand side of the prescription.



## Use of Centre Car Park

The practice has had many complaints recorded in our suggestions book regarding use of the car park and we felt we should share the concerns raised with you, our patients:

1. the general public are parking in the car park when walking their dogs in the adjacent park restricting access by patients and staff at peak times.
2. parents are dropping off and picking up children from activities in the park, normally at the end of the day. The problem here is the speed of entry and exit and the litter and debris left in the car park.

3. there is no additional parking provision for clients of the pharmacy which causes congestion at times. Additionally commercial delivery vehicles sometimes obstruct entry/exit access and this has caused some unhappiness.
4. Angus Council waste disposal staff have often had to ask us to ensure users of the centre, park only in designated parking bays as they are often obstructed from turning at the top of the car park and/or have restricted access to our bin storage area.

If the car park is used in a proper and considerate manner, there is no reason why this facility should not be available to all our patients, doctors and staff at any time of day.

## Use of Touch Screen booking in system

The practice has introduced a touch screen appointment booking in system in response to problems with queuing/delays at reception. Using this system alerts the person you have the appointment with that you have arrived, and are waiting to be seen. Please ask staff to show you how it works – they are only too delighted to help.

### What happens on Public Holiday days?

The practice will remain open for routine booked doctor & nurse appointments and prescription ordering and collection only.

All acute care will be managed by NHS 24 as before. Opening hours on public holidays are 8.30am to 5pm, closed for lunch 12.30 – 1.30pm.

This applies to all public holidays except Christmas and New Year when the surgery will be closed.

## Change to Practice Members

I am sure you will give a warm welcome to our new practice nurse, *Lorraine Devereux*. Lorraine comes to us with extensive nursing and family support experience. We all wish her well and are sure she will settle in very quickly.

## Protected Learning and Public Holiday Dates for 2010/11

**PL :** 12.30 – 6pm closed

16 June  
23 September  
24 November  
2 February 2011

**PH :** 8.30am – 5pm open

3 & 31 May  
26 July  
4 October

**Closed all day**

27 & 28 December  
3 & 4 January 2011

## Next Edition

Our next edition is planned for Autumn 2010 .... patient contribution welcome – please drop us a line or use the feedback page on our new website.