

## Carnoustie Medical Group

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### NEWSLETTER

Autumn/Winter 2011

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Protected Learning & Christmas/New Year Closure Dates

Surgery Opening Hours

Monday to Friday

8.00 am – 6.00 pm

## How to get the best from your visit to the doctor

Have you ever come out of your doctor's surgery feeling that you haven't got the answers you went in for?

### Before your visit

- Think through what your doctor needs to know. When did the symptoms start, how have they changed, how is your life affected and, most importantly, be prepared to tell him or her how you actually feel.
- Decide what you think you need to get out of the visit. Is it medication, advice and/or other therapy.
- Prepare a list of what you want to discuss. But remember doctor's routine appointments are normally only ten minutes long, and it is not always possible to discuss several separate concerns. So think about asking for a double appointment if you have a lot to ask about.
- Take a relative or friend with you if this will make you feel more comfortable.

### At your visit

- Listen to what the doctor says. If you don't understand, or if you feel he or she has not answered your question, ask for more explanation.

- Make a note of your doctor's comments, or ask him or her for further written information. Doctors can now provide information leaflets that are accurate and can help you understand your illness.
- Ask if there is a patient support group which might help you cope with your illness or disability.
- Check your list at the end of your appointment to make sure that you have covered all the points you want to know.
- Remember don't be afraid to say how you really feel, after all, you are the only person who knows.

Many of the tips also apply to visits to Practice nurses, Health Visitors, and Specialist Clinics. And don't forget your Pharmacist. He or she will be able to explain your medications, how these might interact with each other, and any side-effects.

## Litter and Vandalism

It is with some sadness that this issue headlines in our autumn newsletter.

**Litter:** During the past three months we have seen many occasions when bags of litter as well as loose "snack" litter eg crisps/chocolate/biscuit wrappings and plastic drinks bottles, have been left lying around the car park. Patients have left comments in this regard in our suggestions book, basically chastising us for not clearing

this up. We would put it to you that this is also your primary care facility and every one of us needs to take steps to ensure this behaviour is not tolerated. Bins are provided in the park for out of hours use however, if you can bring your food and drink to the park, then you can just as easily take your litter home.....

**Vandalism:** There have been two instances of vandalism in the first floor public toilets in recent months, where only extreme force could have sheared the internal mechanism of a sink tap and someone with intent has used tools to dislocate the workings of a cistern to the extent that severe flooding was narrowly averted. Please do not hesitate to speak to anyone in the practice if you witness or hear anything suspicious when attending a clinic.

### What can the practice reasonably provide for patients which it is not offering at present?

The Patient Participation Group (PPG) are about to canvas opinion from you on the above topic. This will commence early December. While we endeavour to provide a patient focussed service within the resources available to us, we are well aware that there are many issues important to patients that need further

consideration. Please contribute to this forum either by filling in a form in the waiting area, sending us an email (which will be passed on to the PPG, without your email address) or by our contact form on the website.

### Pedestrian Access

A plea from patients who use the pedestrian access from Barry Road or the bus stop – **motorists**, please do not park so far forward that it is awkward for pedestrians, and impossible for wheelchair users, to use the walkway. Your consideration will be much appreciated.

### Chairs at Reception

There has been several requests in our suggestion book from a patient asking the practice to provide chairs opposite our reception desk, to counteract a “loss of privacy” when several patients are waiting to be attended to. This we have considered very carefully but have come to the conclusion that, as other means are provided to give privacy to patients who wish it, and that chairs in this busy area would impede pedestrian access from and to the lift, it has been rejected.

### Specimens

For reasons of health and safety and infection control, may we respectfully request that all specimens be suitably labelled with the patient’s full name and date of birth and presented in a clear plastic bag.

Unbagged or unlabelled specimens will not be processed but disposed of in an appropriate manner.

### Health Information you can trust

NHS Scotland’s newest channel of delivery is their digital TV channel which was recently launched by Nicola Sturgeon. This complements -

- (1) NHS24 Self-Help Guide: [www.nhs24.com/SelfHelpGuide](http://www.nhs24.com/SelfHelpGuide)
- (2) NHS Inform: [www.nhsinform.co.uk/](http://www.nhsinform.co.uk/) and
- (3) Care Information Scotland helpline 08456 001 001 and website service: [www.careinfoscotland.co.uk/](http://www.careinfoscotland.co.uk/)

### May we have your email address and/or Mobile Phone Number?

This will aid communication and allow the practice to canvas opinion for specific topics, and allow reminder texts to be sent 24 hours before your appointment with the nurse or doctor. Please contact us by email, website or coming into reception.

### Protected Learning Time and Public Holiday Dates still to come for 2011/12

**PLT:** 12.30 – 6pm closed  
1 February 2012

**PH:** Closed all day  
26 & 27 December 2011  
2 & 3 January 2012

**Next Edition** Our next edition is planned for Spring 2012: patient contribution welcome – please drop us a line or use the feedback page on our new website.