

SEASONAL FLU – HAVE YOU BEEN VACCINATED?

If you are eligible for the flu vaccination and have not yet had yours, please contact the surgery on **01241 859888** to pre-book a flu clinic appointment.



TAKING ANTIBIOTICS WHEN YOU DON'T NEED THEM PUTS YOU AND YOUR FAMILY AT RISK



Keep Antibiotics Working

www.nhsinform.scot/antibiotics

ANTIBIOTICS DON'T WORK FOR

- Colds
- Flu
- Vomiting
- Most coughs
- Most ear infections
- Most sore throats
- Most diarrhoea
- Most cystitis

ANTIBIOTICS ARE NEEDED FOR

Serious bacterial infections including:

- Sepsis
- Pneumonia
- Urinary Tract Infections
- Sexually transmitted infections like gonorrhoea
- Meningococcal meningitis

CMG – The Facts & Figures!

Missed Appointments (DNAs)

SEPT 2019 - 158 OCT 2019 - 123 NOV 2019 - 156

Total = 437

This equates to a staggering **73 hours** of GP and Nurse time!

CAN'T MAKE IT? DON'T NEED IT? CANCEL IT!

Uncollected Prescriptions

SEPT/OCT/NOV 2019

Total = 29

Please note, if a prescription note has not been collected four weeks after the issue date, it will be destroyed and deleted from the issue record. Only order what you need.

This is a waste of clinical and administrative time!

Uncollected Med 3 Fit Notes

These are uncollected sickness certificates for patients' employers

SEPT/OCT/NOV 2019

Total = 9

This is a waste of clinical and administrative time!

...and a few more interesting statistics!!

During the month of October 2019 there were...

- **7,855** incoming telephone calls
- **4,543** face-to-face consultations
- **2,960** telephone consultations
- **271** home visits
- **309** referrals to secondary care
- **22,306** prescription items processed



- So far during this year's flu season (23/09/19 – 30/11/19), we have administered **2,862** adult flu vaccines. If you are eligible, it's not too late to book an appointment.

CARNOUSTIE MEDICAL GROUP

Tel: 01241 859888

email: carnoustie.tayside@nhs.net






CMG Practice Website: www.carnoustiemedicalgroup.co.uk



Follow/like us on facebook and twitter @carnoustiemed

Patient Representative Group (PRG)

The Patient Representative Group is an active patient-led group of volunteers linked to Carnoustie Medical Group (CMG). The members of the group work alongside the Business Manager, GPs, Nurses and administrative staff. The aim of the Patient Representative Group can help to:

-  Build 2-way communication between staff and patients
-  Gain a patient perspective on local health services
-  Encourage patients to take responsibility for their own health
-  Be involved in medical issues relevant to the community
-  Contribute to improving medical care



Monthly meetings are held with the Business Manager to discuss topics of mutual interest and interact in a positive way by making constructive suggestions, comments and expressions of concern.

For further information regarding the Patient Representative Group, please contact Chairperson, Stuart Anderson on 01241 410489.

Please note, the Patient Representative Group is **not** an open forum for complaints. Any such complaints should be directed to the Business Manager as per the CMG Practice Complaints Procedure.

IMPORTANT REMINDERS...

The Practice will be closed Christmas Day, Boxing Day, New Year's Day and 02 January 2020.



Repeat prescriptions need to be in by **Thursday 19 December 2019** for receipt by pharmacy/patients before Christmas. Don't forget to order your repeat medication in time.

If you require urgent medical attention out with surgery hours (evenings, overnight, weekends, or over the festive closures), please contact **NHS24 on 111**.

Call **999** in a medical emergency – when someone is seriously ill or injured and their life is at risk.

NHS Tayside

Current Waiting Times for Outpatients and In-Patient/Day Cases

Reports are available to show the 90th percentile waiting time for completed waits over the previous 3 month cumulative period.

This information is available on the **NHS Tayside Website** for patients to access the current waiting times. Latest figures can be viewed by using the following link:-

<https://www.nhstayside.scot.nhs.uk/GoingToHospital/index.htm>

THE FIRST CONTACT PHYSIOTHERAPY SERVICE

**THINK
PHYSIO**
for primary care



**Go direct to a physio
without seeing a doctor!**

First Contact Physiotherapy is available in this area.
Do you have a muscle, back or joint problem?

The Physio will:

- **Assess you** and diagnose what's happening
- **Give expert advice** on how best to manage your condition
- **Refer you on** to specialist services if necessary



**Do you have a muscle, back or joint problem?
Go direct to a physio without seeing a doctor!**

First Contact Physiotherapy is based at the Physio Suite, Arbroath Infirmary. Contact **01241 822538** between **9am and 10am Monday to Friday (with the exception of Public Holidays)** to arrange an appointment to be seen at the clinic based in Arbroath.

The Physio will:

- **Assess you** and diagnose what's happening
- **Give expert advice** on how best to manage your condition
- **Refer you on** to specialist services if necessary

The following complaints are suitable to be dealt within this service:

- Back pain/problem
- Neck pain/problem
- Shoulder pain/problem
- Elbow pain/problem
- Wrist or hand pain/problem
- Knee pain/problem
- Ankle pain/problem
- Foot pain/problem
- Any other musculoskeletal problem (problems with joints, muscles, ligaments and tendons)

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FESTIVE SEASON CLOSURES

Wednesday, 25 December 2019

Thursday, 26 December 2019

Wednesday, 1 January 2020

Thursday, 2 January 2020