



## Be Safe in the Sun

Sun safety is vitally important, particularly for babies and children who have delicate skin that burns easily.

Protect yourself from the harmful effects of the sun and reduce the risk of developing skin cancer in later life by following the 'Sun Smart' message...

- Keep hydrated
- Spent time in the shade between 11am - 3pm
- Make sure you never burn
- Aim to cover up with a t-shirt, hat and glasses
- Remember to take extra care with children
- Use factor 15 + sunscreen

For further advice, visit [www.nhs.uk](http://www.nhs.uk) for their sunscreen and sun safety tips.

## Summer Travels

If you are a visitor/holidaymaker in the Carnoustie Medical Group (CMG) Practice area and require medical assistance, you will need to register as a **Temporary Resident**. You can register as a temporary patient for up to three months. This will allow you to be on our local practice list and still remain a patient with your permanent GP Practice. Likewise, if you are a CMG patient visiting or holidaying in a location out with Carnoustie, the same rule applies – you will need to register as a **Temporary Resident** within that locality. It is always advisable to carry a list of your medications. If you have forgotten any medications, please seek help from the local pharmacist in the first instance.



## Travel Abroad Advice



Last year, CMG made the decision to withdraw our Travel Abroad Service. This was due to our nursing service concentrating on core NHS care. Although we no longer offer this service, you are still entitled to receive certain vaccinations for travel which are available under NHS Scotland. We will continue to provide prescriptions and appointments to these vaccinations. The following travel vaccines/tablets are free on the NHS in Scotland: - **Diphtheria/Tetanus/Polio (3 in 1), Hepatitis A, Typhoid & Cholera** (tablets).

## Local Travel Clinics

For full and detailed local travel vaccine advice, we suggest you contact: - **MASTA (Arbroath Travel Clinic) Tel: 0330 100 4099** or **Superdrug Health, Dundee Tel: 01382 202321**...or you can source a provider of your own choice. For your information, if you require **Yellow Fever/Anti-Malarial Medications/Rabies etc**, the Travel Clinic will charge a private fee as these vaccines are not available under the NHS for travel purposes.

If you require a copy of your vaccination history, please speak to a member of the Reception/Admin team for assistance. You will need to complete a Data Protection Form and provide proof of identity & address.

For more information, visit [www.nhsinform.scot](http://www.nhsinform.scot) or [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)

## Repeat Prescriptions

Please allow **2 x full** working days for processing prescriptions, and please make allowances for weekends, public holidays and your own holiday arrangements. If requesting extra medication to cover holidays, please add a note with your depart/return dates. Keep us informed!

If you require an item of medication that is not detailed on your repeat slip, your request will be passed to a GP for authorisation.

We do not accept repeat prescription requests over the main phone as this can tie up our phone lines and lead to unnecessary errors.

## Med 3 Fit Notes

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however, require you to complete a self-certification form (SC2) which is available from your employer, or online at [www.gov.uk](http://www.gov.uk).

For any illness lasting longer than seven days you will need to speak to a doctor for him/her to issue a 'Fit Note', and for any subsequent renewal of the certificate.

If your employer insists on a sickness certificate for 7 days or less, a charge may be payable.

**PLEASE NOTE IT IS NOT CLASSED AS AN EMERGENCY TO HAVE YOUR FIT NOTE REVIEWED. PLEASE DO NOT BOOK AN EMERGENCY APPOINTMENT FOR THIS.**

**Sick note to fit note – helping people stay in work.**

On 06 April 2010, the sick note was replaced by the fit note.

An interesting 'fit note' fact for your information...  
So far this year, we have **28 uncollected** Fit Notes!

## Missed Appointments (DNAs)

March 2019 – 143      April 2019 – 205      May 2019 – 118

**Total = 466**

This equates to a staggering **78 hours** of GP and Nurse time!

CAN'T MAKE IT?

DON'T NEED IT?

CANCEL IT!

**CARNOUSTIE MEDICAL GROUP**

**Tel: 01241 859888**

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

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



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## GENERAL DATA PROTECTION REGULATIONS (GDPR) 2018



Carnoustie Medical Group keeps your Primary Care (i.e. GPs & Community Services) medical records confidential and complies with the General Data Protection Regulations. Please note that we do not have access to your Secondary Care records (i.e. Hospitals and Specialists).

We hold your medical records so that we can provide you with safe care and treatment. We also use your information to check and review the quality of care we provide. This helps us to improve our services to you.

For further information regarding our **Data Protection Notice, What is GDPR?** and **General Data Protection Regulations (GDPR)**, please visit our Practice Website: [www.carnoustiemedicalgroup.co.uk](http://www.carnoustiemedicalgroup.co.uk)

### Nosey Admin Staff?

No, our Admin Staff are not noseys. Our Admin Staff are skilled members of the team who have been asked by the Doctors to request brief details about your problem. This allows the Admin Team to ensure you receive the most appropriate medical care from the most appropriate health care professional, at the most appropriate time.

Admin Staff, like all other members of the practice team, are bound by strict confidentiality rules. Any information given by you will be treated with the strictest confidence.

Our Admin Team try their best to help you. Please remember to treat them with respect.



### **NHS Zero Tolerance Policy**

Carnoustie Medical Group follows the **NHS Policy of Zero Tolerance** towards any patient who displays abusive, aggressive, threatening or violent behaviour. Such patients will be removed from our Practice register with immediate effect. The patient will be notified of their removal from the Practice list in writing, and the circumstances will be documented in their medical records. **#RespectUs**

### **WHAT IS "TRIAGE"?**

This is a question we often get asked. Essentially it is a service for contacting a GP quickly if you cannot wait for a planned appointment. The Triage Service is intended to help you if you have an urgent medical problem that cannot wait for the next routine appointment.

Triage has become necessary because of the increased workload and demand for appointments. We need to ensure patients who require to be seen on the day get an appointment at an appropriate time. This means that those with non-urgent conditions may need to wait longer for a non-urgent appointment...or may be appropriately signposted to other services, such as the Minor Ailment Scheme at Pharmacies, Physio First or Self-Referrals to Physio, Optometrist, Dentist, 3<sup>rd</sup> Sector Support, Minor Injuries Unit, 999 or A&E etc.

Our CMG Emergency Triage Team consists of GPs and an Advanced Nurse Practitioner (ANP). Triage is available Monday – Friday, 8.00am-6.00pm. The Reception Team will ask for some information regarding the acute medical condition, and this information is shared with the Triage Team. We ask what's wrong so that the clinicians can prioritise the calls. Please help us to help you! The GP or ANP will contact the patient via telephone in the first instance. They may offer an appointment based on the nature of the emergency, or resolve the problem over the phone, or signpost appropriately.

Please be aware of the NHS Scotland '**We'll Keep You Right**' Campaign

'We'll keep you right' highlights the range of services available to help people access the right care at the right time, and where to go if you are not sure which service to access. FYI, please see our current waiting room display, or visit [www.nhsinform.scot/campaigns/well-keep-you-right](http://www.nhsinform.scot/campaigns/well-keep-you-right)

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### **Summer Surgery Closures**

**Public Holiday – Monday 22 July 2019**

**Protected Learning Time (PLT) –**

**The Practice will be closed 12.30pm to 6.00pm on:  
Wednesday 21 August 2019**