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STAFF NEWS

We are pleased to welcome Dr Leona Houston as a GP partner to Laurencekirk Medical Group. Dr Houston has worked in the practice for the last 5 years as a GP retainer. In addition, Dr Emma Houghton started with the practice on 1st September as a salaried GP working 4 sessions a week. Dr Emma Wilson, GP Trainee will be going on maternity leave and her last day working in the practice will be Friday 30th November, 2012.

We were all sad to see Christine Mann, a long-standing member

of the Midwifery Team leave the practice at the end of October. Christine has been relocated to Cove Clinic and I'm sure you'll join us in wishing her well for the future.

The past year has been one of change for our receptionists. The "new girls" are Kerry Bruce, who joined in November 2011, Julia Stuart who joined five months ago and Maureen Lamont December 2012.

PATIENT SELF CHECK-IN SYSTEM



We have a patient self check-in system.

All you need is an appointment booked before your arrival. On arrival at the practice, proceed to the check-in screen at reception and simply book yourself in! It is that simple. This system means you can:

- Avoid queuing at reception when checking in.
- Retain further confidentiality upon arrival.
- Free up our receptionists for answering other queries.

If for any reason, you are unable to check yourself in, a member of staff will be more than happy to assist you.

MY DIABETES MY WAY

If you have diabetes, are at least 16 years old, living in Scotland, and registered with a GP in Scotland, you can now access your personal electronic diabetes records securely from home:

www.mydiabetesmyway.scot.nhs.uk

My Diabetes My Way is an NHS interactive website which can inform you about how to take control of your diabetes, show you how diabetes can affect your body and your lifestyle, give you access to a wide range of leaflets, videos, educational tools and games, as well as allow you to access to your diabetes records. If you wish to register for access to your records you will need your 'CHI' number which can be found on hospital letters, or on your repeat prescription sheet (a 10 digit number, the first 6 of which make up your date of birth). Other excellent sources of information about diabetes are:

www.diabetes.org.uk And:
www.nhsgramplan.scot.nhs.uk/diabetes

WHY NOT VISIT OUR WEBSITE?

Save time with online prescriptions and request an appointment on line at www.laurencekirkhealthcarecentre.co.uk You can also cancel appointments and read the latest surgery newsletter.

TELEPHONE APPOINTMENTS

We offer telephone appointments with our doctors and nurses. These appointments are a great alternative to coming into the surgery and are ideal if you do not require a physical examination. To book a telephone appointment please contact reception

PATIENT PARTICIPATION GROUP

Do you want to help shape future services, comment on existing ones and be a friend of the practice? Then you may be interested in joining our patient participation group. For further details please contact the practice and ask for the practice manager.

NORMAL OPENING HOURS

Monday to Friday 8 am to 6 pm
Appointments available 8 am to 12 noon and 2 pm – 5.30 pm and late evening surgery every Monday from 5.45 pm to 8.15 pm.

PRACTICE CLOSURE

Bank Holidays – Tuesday and Wednesday 25th and 26th December 2012

Tuesday and Wednesday 1st and 2nd January 2013.

The practice will also be closed for statutory staff training from 1.30 pm on the following dates:

**13th February 2013
13th March 2013**

If you have a medical emergency when the surgery is closed please call NHS 24 on 08454 24 24 24

HELP THE RECEPTION TEAM TO HELP YOU -

A few handy hints:

☺ Just pop your repeat request slip in the prescription box – no need to put in an envelope – with hundreds per day, this will save us a lot of time!

☺ In exceptional circumstances if your prescription is urgent please hand it straight to a receptionist.

☺ Privacy is difficult at the front desk so please don't hesitate to

ask if you would like to speak privately to someone. We will always find a quiet corner for you!

☺ If you have a mobile telephone number could you please let the reception staff know.

LOCAL PHARMACISTS - COLLECTION SERVICE

The following pharmacies operate a collection service and will collect your prescription from the practice and dispense your prescription. Please let the receptionist know which pharmacy you wish your prescription to be sent to.

Edzell Pharmacy, Edzell
Tele. 01356 648302
Michies Chemist, Laurencekirk
Tele 01561 377417



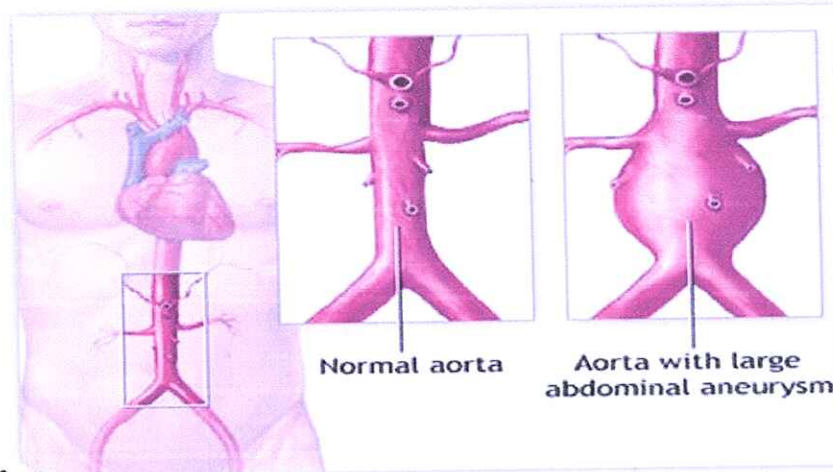
UP TO DATE TELEPHONE NUMBER

If you have recently changed your telephone number or have a mobile telephone number, please let us know, so that we can keep your contact details up to date.

The next time you visit the surgery, double check we have your correct details – this will only take a few minutes of your time.

AORTIC ANEURYSM SCREENING

Screening for Abdominal Aortic Aneurysms is about to be rolled out across Grampian. The aorta is the largest artery



in the body and is in the abdomen. It can develop an aneurysm whereby the artery swells and the wall becomes thinner. An aneurysm can leak, causing blood to be lost into the abdomen. If a lot of blood leaks out this can be fatal unless the leak is quickly stopped. It is estimated that 1 in 20 men over 65 will have an abdominal aortic aneurysm. Screening can detect small aneurysms before they leak that can then be dealt with appropriately. Depending on the size of the aneurysm, appropriate care may consist of re-scanning at intervals or surgical treatment. Non-emergency surgical treatment is much more successful than surgery in an emergency. The screening test itself consists of a simple ultrasound scan (lasting around 10 mins) of the abdomen to measure the aorta. The result is given at the time of the screening. Aortic aneurysms are much more common in men, and it has also been determined that if there is no aneurysm at 65 then it's unlikely that one will develop, so it's just men aged 65 who will be invited for the test. If you're over 65 years old you will not be invited for screening, but you can self-refer for the test, if you wish, by calling NHS Inform on 0800 22 44 88.

The best way to prevent an aortic aneurysm from developing in the first place is to not smoke and make sure your blood pressure is OK.

GP PATIENT SURVEY 2011/12

The Practice would like to thank all those patients who took the time to complete a GP Patient Survey. This is the second year that the survey was undertaken and overall the results have been very positive. The practice scored an overall satisfaction rate of 96% compared to the national average of 89%. Below are the main areas highlighted by the survey and the results achieved.

<i>Survey Area</i>	<i>Overall Practice score % 2011/12</i>	<i>National average score 2011/12</i>	<i>Overall score % 2009/10</i>	<i>National average score% 2009/10</i>
<i>Satisfaction with overall care received by the practice</i>	96%	89%	96%	90%
<i>Patients are involved as much as they want to be in decisions about their care and treatment.</i>	95%	88%	97%	90%
<i>Patients have confidence in the doctor's ability to treat them.</i>	95%	90%	90%	90%
<i>Can usually see preferred doctor</i>	92%	79%	96%	84%
<i>Time waiting to be seen at GP Surgery</i>	89%	87%	93%	88%
<i>Could see or speak to a doctor or nursing within 2 working days</i>	86%	85%	93%	90%