

## **Auchtermuchty Health Centre Newsletter – Spring 2017 Edition**

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### **STAFF UPDATE**

We are delighted to welcome back Dr Lisa Szyrak from maternity leave. We would like to wish Dr Rachel Hall and Dr Louise Jourdier all the best and thank them for all their help during Dr Szyrak's maternity leave. It is hoped that they may continue to offer some locum sessions as and when required.

Mrs Lindsay Lawson continues to work as an Administrator/Receptionist covering maternity leave 12 hours per week. She is a welcome addition to the team and I think you will all join us in offering her a warm welcome.

### **ACROSS THE UK TODAY 6.5 MILLION PEOPLE ARE CAREERS, SUPPORTING A LOVED ONE WHO IS OLDER, DISABLED OR SERIOUSLY ILL.**

#### **We care, do you?**

We have a large number of carers recorded on our system but the actual number could be much higher than this. It is estimated that as many as 1 in 8 of us in the UK may be a Carer, but that many people who look after family, friends or relatives, would not recognise themselves as a Carer.

Every day 6,000 people become Carers, many don't know how or where to get help. It can be frightening and very lonely.

We are all aware of the contribution that Carers make in helping us look after our Patients. Do we know if you are a Carer?

We would like to hear from you if you recognise yourself as a Carer. By including this on your record we will be more aware of your pressures and needs and can ensure that you are aware of the support that is available.

Please speak to someone at Reception if you are caring for someone, we will ensure that this is added to your medical record.

## **FLU IMMUNISATION CAMPAIGN – 2017**

If you had an opportunity to read any of our winter newsletters, you will be aware of some of the negativity that surrounded the 2016 Flu Immunisation Campaign.

Myself and the Partners took the unprecedented steps to enquire about removing the service for 2017, with a move to handing back this non mandatory service to the Health Board.

Following an outpouring of very positive feedback and support from Patients we are delighted to confirm that we will be running a Flu Immunisation Clinic in 2017 at Auchtermuchty Health Centre.

We looked at all the suggestions we were given by Patients, unfortunately many of the suggestions have been tried unsuccessfully in the past. We continue to look at ways to improve the way in which we run our clinic and it is hoped that this year's clinic will be successful for both Patients and the Practice.

We would like to take this opportunity to thank those Patients who took the time to feedback to us about their own individual experience of the Flu Immunisation Clinic. It is through constructive feedback such as this, that we can look to continually improve our services.

### **WHATS IN A 10 MINUTE CONSULTATION?**



### **And why do we ask for you to present with only one problem at a time.....?**

Have you wondered how your doctor works and what exactly does he or she do within a 10 minute consultation? This is just a brief run-down of the consultation process:

The Doctor will first take a history of your complaint, exploring new ideas, concerns and expectations. The questions they ask will vary according to how the history taking is progressing and what they may be thinking is wrong with you. The Doctor will examine you as appropriate.

The Doctor will then consider the possible causes or reasons for your condition, before considering other differential diagnoses. Once they have arrived at the most likely diagnosis, your Doctor will then discuss this with you and come to a shared understanding of the issue.

Tests and investigations may need to be ordered, forms may need to be completed. The Doctor will then involve you in the management of your condition, discussing possible treatments etc.

For conditions which could persist or get worse, it is important that your Doctor also take the time to explain this to you, giving time frames and suggested symptoms etc.

When a Patient leaves the consultation room it is not uncommon for your Doctor to have to dictate any referral, type up comprehensive consultation notes and speak to Community Nursing Team etc.

As you will understand it can be very difficult for each consultation to only use the allocated time. Whilst we regularly look at different appointment models, unfortunately if we were to increase appointment times, this would directly impact on the amount of appointments we could offer to our Patients.

If time management was not an issue it could also give your Doctor the opportunity to address any non acute health issues pro-actively, discuss health promotions and complete prescriptions reviews.

**Patients can help their Doctor where possible by only presenting with one complaint per appointment.**

## **PRACTICE IMPROVEMENTS AND UPGRADES**

In an effort to make continued improvements and upgrades to the Practice, some of you may have noticed some positive changes within the waiting room. Following feedback from Patients it was decided to replace some of the chairs. To ensure better infection control, we purchased chairs with a wipe clean surface.

We also had to replace the existing new waiting room carpet following unintentional damage caused by one of our Patients.

Auchtermuchty Health Centre is financially responsible for all the internal and external upgrades both cosmetic and structural. We will continue to prioritise all upgrades and improvements within the Practice to ensure the Patient experience remains a good one.

## **DATES FOR YOUR DIARY**

### **HEALTH CENTRE CLOSURE DATES:**

**FRIDAY 14<sup>TH</sup> APRIL 2017 – GOOD FRIDAY**

**MONDAY 17<sup>TH</sup> APRIL 2017 – EASTER MONDAY**

**MONDAY 1<sup>ST</sup> MAY – MAY DAY BANK HOLIDAY**