

Auchtermuchty Health Centre – Summer 2018 Edition

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STAFF UPDATE

We are delighted to introduce three new members of staff to the Practice Team:

PHARMACY TECHNICIAN

Mrs. Diane Davie joined the practice as our Pharmacy Technician in January 2018. Diane joined the practice with a wealth of pharmacy experience and is now responsible for reconciling medication post discharge, reviewing patient medications and assisting the Clinical Team with medication queries. Diane is also responsible for managing the complex medication queries generated by our three Nursing Homes.

Whilst Auchtermuchty Health Centre is only one of two practices in Fife who have recruited their own Pharmacy Staff, the investment by the practice in this area is aimed at improving patient safety and compliance with medications, and improving communication between Primary and Secondary Care.

It is hoped that as a direct result of introducing this new post at Auchtermuchty Health Centre it will improve the overall Patient experience within the NHS.

MISS C. MCNEILL – RECEPTIONIST/ADMINISTRATOR

Miss Cara McNeill joined the Administration Team in March 2018. Whilst she joined the team with no experience within General Practice, what she lacked in experience she has made up for in enthusiasm and a willingness to learn.

Cara has already proved to be a very popular with both Patients and Staff and her confidence continues to grow each day.

MRS C. FOTHERINGHAM – RECEPTIONIST/ADMINISTRATOR (PART-TIME)

Mrs. Christine Fotheringham joined the Administration Team in April 2018 and comes to us with a wealth of knowledge and experience, having worked within General Practice in Tayside for many years.

As a practice we regularly review all practice policies and procedures and it is hoped that Christine will be able to share with us some of the knowledge she has gained over the years, allowing us to continually work towards providing our Patients with the best care possible.

Since both Cara and Christine are both going through their induction and training phase, your patience during this period would be greatly appreciated.

ARE YOU SURE YOU NEED TO SEE A GP?

The NHS belongs to everybody and we must all ensure that its resources are used in the best possible way for all Patients. To that end, we would like to encourage Patients to think about treating minor illnesses and conditions themselves with over-the-counter medicines, rather than asking for a prescription.

Patients should consider keeping a supply of over-the-counter medicines **e.g. hay fever remedies (patients over 18 years), Anti-fungal preparations e.g. Canestan, Head Lice treatment etc** in order to treat minor ailments themselves. A Minor Ailments clinic operates from all the local pharmacies, and the Pharmacist can assist you if necessary.

Many of these medicines etc are more expensive when prescribed on the NHS compared to when they are purchased over-the-counter.

For example, paracetamol is approximately **four times** as expensive on prescription. We therefore encourage our Patients to consider what they can do for themselves in the way of self-care, before asking for a prescription from the GP.

Our GPs are quite often asked to see Patients with dental problems and asked to prescribe medication for these issues.

May we remind patients that they need to approach their Dentist with these problems. Prescribing for dental issues is not part of a GPs role.

GENERAL DATA PROTECTION REGULATIONS (GDPR)

On the 25th May 2018 the new European Regulation on GDPR comes in to effect. Medical confidentiality is the cornerstone of trust between doctor and patient and we keep your records secure and confidential

From time to time it may be necessary for the practice to share medical information with other professional staff involved in your direct care and the practice has a new policy detailing how we share and protect this information.

Should you wish to see a copy of the policy, please ask a member of the Administration Team.