



# Practice Newsletter

Autumn / Winter 2011

## Coming Soon – DIY Online Appointments

The facility for patients to book appointments online will soon be introduced to the patient website.

The system, called 'EMIS Access' will enable patients to view available appointments and choose their preferred time.

Patients will need to be registered for the system before they can use it, and will need an email address to register.

The first patients to be registered will be those for whom the practice already has email addresses on file.

To make sure you are one of the first to access this exciting new facility, please send your name, address and email address to [high-uhb.tmp@nhs.net](mailto:high-uhb.tmp@nhs.net).

## Goodbye and Good Luck

After seventeen years as Practice Manager Gail MacGregor is retiring at the end of December.

Gail joined the practice in 1985 as a part-time receptionist and has seen many changes, both within the team itself and in the challenges of working in the primary care sector.

Gail said "Thanks to everyone who I have worked with for their support and

friendship – the years have flown by, and I'm now looking forward to working through the list of 'things to do when I retire' although I'm told that there still are not enough hours in a day".



The entire practice staff would like to thank Gail for all her years of hard work and commitment, and wish her well for her retirement.

## Welcome to Jessica

In preparation for Gail's retirement, Jessica Woodhouse was recruited earlier this year as replacement Practice Manager.



Jessica, originally from Norwich, has a degree in business management and most recently worked at Norwich City Council. She moved to Argyll in June this year, and has quickly been familiarising herself with the area and the practice.

Jessica said "I am extremely pleased to be working with the practice and looking forward to the exciting challenges ahead of me. I especially welcome feedback from patients and am happy for you to contact me."

## For he's a jolly good fellow!

The practice is pleased to announce that one of our GP Partners, Dr Neil Bennett, has been awarded the prestigious Fellowship of the Royal College of Physicians and Surgeons of Glasgow.

At a ceremony in Glasgow University's Bute Hall on the 1<sup>st</sup> of June 2011, Neil received his Fellowship from the President of the College, Mr Ian Anderson.

The Fellowship (FRCP) is an acknowledgement of an individual's contribution to the medical profession, its standards and practice, and it is awarded to those doctors who have made special contributions to their field of practice.

**Congratulations Neil!**



## Training GPs of the future

The practice continues its work as a training practice and is heavily involved in training both registrars and medical students. Over the last year a number of trainees have spent time with the practice.

**Dr Chris Taylor** completed his final specialist training year with the practice this August. Having been successful in his exams, Dr Taylor has taken a post as

a rural practitioner in Dunoon Community Hospital, but still provides some sessions of locum cover for the practice. We wish him well with his future career.

**Dr Chuma Okekeogbu** spent six months with the practice this year as part of his first specialist trainee year. He will return to spend his final year with the practice in August 2012.

A new medical student, **Victoria Murdock**, spent seven weeks with the practice in September and October as part of her medical training.

We are grateful to our patients for agreeing to be seen by doctors in training. Without your help our students and trainees could not learn!



## Christmas and New Year Opening Times



All surgeries and Connel Pharmacy will be closed on the following dates:

Friday 23 December – All surgeries closed at 4pm

Monday 26 December – Public Holiday

Tuesday 27 December – Public Holiday

Friday 30 December – All surgeries closed at 4pm

Monday 2 January – Public Holiday

Tuesday 3 January – Public Holiday

Taynuilt surgery will be open on the mornings of Wed 28 December and Wed 4 January.

### **Repeat Prescriptions**

Over the festive period please allow extra time to order and collect your repeat prescriptions.

Please contact  
NHS 24 on

**08454 24 24 24**

for medical  
assistance when  
surgeries are  
closed.

## Keeping you satisfied

This year we surveyed a sample of patients visiting the surgeries.

The Consultation and Relational Empathy (CARE) measure was used, which is a validated, patient-assessed measure of the doctor's communication and empathy.

The results of the survey have been analysed and we are pleased to report that

the practice achieved an average satisfaction score of 94%.

Scores between 'very good' (4) and 'excellent' (5) were given for all of the questions asked and for all GPs.

Patient feedback is crucial to make sure we continue to improve the patient experience. Thank you to all patients that took part in this important feedback.

## See the Light!



SAD (Seasonal Affective Disorder) is a type of depression caused by a lack of light or sunshine.

In the winter months, people tend to go to work in the dark and go home in the dark and therefore don't get enough natural daylight.

SAD can affect around 7% of the population but it has been found that using a

light box for as little as 20-90 minutes a day can help sufferers lead a normal, happier life and beat the winter blues. Benefits can usually be felt in as little as seven days.

**“SAD can affect around 7% of the population”**

Taynuilt Medical Practice has a light box which is available for use by our patients for a trial of light therapy, before they consider purchasing a device of their own. We ask for a £10 deposit which is refunded on return.

To find out more, please contact Connel Surgery on 01631 710229.

## Coffee Shop News

The Coffee Shop located within Connel surgery continues to go from strength to strength. The volunteers are very happy with how things have been going since cutting ties with the WRVS and taking over the running of it themselves.

They would like to thank all customers and those who give up their time to help out.

All profits from the coffee shop are passed to Taynuilt Medical Practice Charitable Trust.



## Charitable Trust News

The Trust was set up two years ago following generous bequests to the practice in the wills of a couple of patients. The objectives of the Charity are wide ranging and cover most activities that would benefit the health and welfare of the local community. We are open to any ideas that you might have, either supporting an individual or a group.

Examples of recent beneficiaries are:

- North Argyll Carers' Centre
- The Volunteer Car scheme
- Local schools supporting their Outdoor Education programme for Primary 7 pupils
- Local youths with their Gold Duke of Edinburgh Award.

Applications can be made to the Trustees, initial contact should be made via the practice manager, Jessica Woodhouse.

## MeDCATS



The practice patient group held its AGM in May at Connel Surgery. The meeting was preceded by a talk from Consumer Protection who gave very useful advice to those present about dealing with cold callers, telephone, mail and computer scammers. It is hoped to repeat this excellent talk at some point in the future.

In August Debbie Campbell from Deaf Action gave a presentation in Dalmally's new community hall. The meeting was well attended and very informative. The group also took the opportunity to present a wheelchair to the Hall Committee which was purchased with funds from the Taynuilt Medical Practice Charitable Trust. It is hoped to hold a further public meeting before the end of the year.

For further information please contact Janice at Connel Surgery, 01631 710229 or Steve Eccles, Chairperson, 01631 720438.

# Connel Pharmacy News

## Minor Ailments

Remember that the Pharmacist should be your first port of call for advice and treatment for such things as...

Acne                      Pain                      Indigestion                      Sore Throat                      Hay Fever  
Athlete's Foot                      Constipation                      Nasal Congestion                      Threadworms  
Diarrhoea                      Cold                      Earache                      Cough                      Mouth Ulcers                      Eczema  
Haemorrhoids                      Headache                      Warts & Verrucae                      Head Lice  
Backache                      Allergies



## Flu Vaccination Service

This year Neil Robinson, our pharmacist, has been trained to provide flu vaccines.

Neil is offering vaccines for **£13.00** to patients who are not in the "at risk" groups and do not qualify for a free vaccine.

Please speak to Neil in the Pharmacy if you would like more information.

## Chronic Medication Service (CMS)



This is a new project currently being piloted in pharmacies across Highland, aimed at patients with long term conditions. Connel Pharmacy is one of the pilot sites and some patients have already been signed up for this new service.

Some of those for whom it is suitable are already benefitting from 'serial prescribing' as part of CMS, where patients are given a prescription for regular medication dispensed at fixed intervals by the Pharmacy without having to order repeat prescriptions. Patients will be contacted by the Pharmacy to sign up for CMS if they are considered suitable for these services.

**Christmas  
Stock  
Arriving  
Soon!**

**Remember to  
check the  
Pharmacy for  
Christmas  
ideas and  
stocking fillers**