



Howden Medical Group Newsletter



Edition: No. 1

Winter 2018

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**Meet The
Acute Illness
Team**

Feature:

**Meet The
Acute Illness
Team**

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Coming Soon

**Contact Us:
Howenq.co.uk**

Welcome

Welcome to the first edition of our seasonal practice newsletter. We are seeking to improve our communications and we welcome any constructive feedback. We are particularly interested on your thoughts on any topics that you would like us to feature in future editions.

Over the coming months we will introduce you to our entire team who provide the wide range of services designed to meet your needs. In this edition we feature our Acute Illness Team, and introduce our new "Bite Size Health Tip" from one of our clinicians.

Also, as the festive season is just about upon us, we would like to wish all our Patients a Happy Christmas and a Joyous New Year!

Meet the Acute Illness Team

What does the team do?

The Acute Illness Team provides assessment and treatment of any urgent or unscheduled medical need which cannot wait for a routine consultation. The team consists of Acute Illness Practitioners including a Doctor.

How does it work?

You have the choice of a face-to-face or telephone consultation with one of the Acute Illness Practitioners. These appointments are only available on the day, and usually cannot be booked in advance. We need to guide you at the initial stage of your contact with us, to ensure you consult with the most appropriate clinician for your individual needs.

What do you need to do?

At your first point of contact we ask that you share some information with our Administration Team. This will include a brief description of your medical problem including the severity and the duration. The sharing of this information enables our team to direct you to the most appropriate Practitioner or external service to match your individual need that day. This may include advice regarding self care though resources on NHS Inform, or contact with your local Pharmacy.

Home visiting

As part of the Acute Illness Team, the Doctor can provide any unscheduled home visits for patients who are housebound, or are too unwell to attend the Practice. The Doctor will speak with you before a decision to visit is made.

If you request a Home Visit please assist us by telephoning the Practice before 11.30am. This helps our Doctor to plan any visits and enables a prompt response to your request. You will always be encouraged to come into the Practice if possible, as this is where the best care can be provided. At home the Doctor will have only limited equipment and it is often difficult to perform a full assessment of your condition.

Practice Closure - Public Holidays and Team Learning and Development

Tuesday, 25th December 2018
Tuesday, 1st January 2019

Wednesday, 26th December 2018
Wednesday, 2nd January 2019

Every Tuesday from 1.00pm to 2.00pm

Patient Participation Group News

This patient focused group works with the Practice to improve the overall patient experience including introduction of a new NHS website for all GP Practices in Scotland. We are currently formulating the composition of the group, so watch this space. If you wish to contact the group please email lauriewallace70@gmail.com.

How to Order Your Prescriptions

You can order your prescription as follows:

- Vision On Line Service
- Through a nominated Pharmacy
- Visiting the Practice

With regard to the Practice closing over the festive period, please do not forget to order your repeat prescriptions in plenty of time to ensure you do not run out. Please refer to our Prescription Leaflet on How to Order Your Prescription which is downloadable from our website or available within the Practice. Pharmacy opening hour details are on our website.



Text Messaging

Howden Medical Practice is introducing a text reminder service to mobile numbers. We apologise for the delay however we are hopeful that this will soon be implemented. With your consent we can contact you via text message regarding various aspects of your health care. Consent Forms can be obtained from the Practice. To date we have 2,106 Patients registered for this service.

Our plans are to use text messaging to contact you about the following:

- Reminding you about your booked appointments and telephone consultations
- Giving you general information about the Practice
- Give you the results of blood tests and other investigations but only as far as saying it was "normal" or "please contact the Practice"
- Seasonal invitations (e.g. Flu vaccinations)
- Cancellation at short notice of appointments due to circumstances outwith the control of the Practice.

Bite Size Health Tip from AI Team

It is the season to catch coughs, colds and other viruses. It is important to prevent the spread of viral infections by: Covering your mouth and nose when sneezing or coughing, dispose of your tissue and always remember to wash your hands. Normally cough/cold/sore throat/sore ears and nasal symptoms are caused by a viral infection but sometimes they can be caused by a bacterial infection. Mostly your own immune system can help to clear these symptoms without the need for antibiotics. Antibiotics do little to speed up your recovery from most common infections. However, if it is a more serious infection such as pneumonia, you will require antibiotic treatment. This is why we should use antibiotics wisely to ensure that they work correctly when we most need them and reduce the risk of antibiotic resistance usually from overuse or taking antibiotics when we do not need to. It is important to be aware that antibiotics do not cure all illnesses. Contact the Health Centre Acute Illness Team if your symptoms start to change or worsen.



Watch This Space - Coming Soon:

National Screening Programmes

Annual Reviews

Meet the Annual Review Team

"3" Before GP

Antibiotics Are Not Always The Answer

Feature—Meet the Acute Illness Team



Dr Barnes



Dr Middleton



Dr Samaranayake



Dr Varghese



Dr Zaw-Htet



ANP
Susan
Lavery



Trainee ANP
Fiona
McLaughlin



Trainee ANP
Joyce
Robertson



AIP
Fraser
Tolmie