

LAURENCEKIRK MEDICAL CENTRE

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Telephone Appointments

A number of telephone appointments are available each day for the convenience of patients. These are for queries and conditions that do not require a face to face examination.

As this type of appointment is in great demand, we do ask that all patients make themselves available to take a call from the doctor between the times specified by our receptionists and to ensure that they have adequate phone signal.

Please note that when the doctor calls, your caller ID may show the number as blocked or withheld. For confidentiality reasons, the doctor ringing you will not leave any messages on your answer machines, and due to time constraints, will only make one attempt to reach you. If you miss the call from the doctor you will need to rebook.

Asking the reason for your appointment

With immediate effect, our receptionists will be asking all patients for a brief reason for booking an appointment. This is to ensure that, where possible, you are booked with the most appropriate clinician. In some cases, once a reason has been given, it may become apparent that another service is more appropriate; for instance the Minor Illness Nurse, Practice Pharmacist or another practitioner may be needed, such as a physiotherapist, or the district nurse.

By asking the reason, our receptionists can then advise accordingly or book you in more appropriately. This is to improve the quality of care that you receive. We would like to reassure all patients that our staff adhere to a strict confidentiality policy and will not pry or ask detailed questions on the telephone. We respect your right to privacy and should you decline to give a reason we will still book an appointment for you, but be aware that this may not always provide you with the most timely and appropriate care.

Laurencekirk Medical Centre

Blackiemuir Avenue

Laurencekirk AB30 1GX

Tele 01561 377258

On Line Appointments and Prescriptions

We are pleased to announce that our online prescription and appointment system known as "Vision Online Services" is now up and running. Now you can quickly and effectively order your repeat prescriptions or make a doctor's appointment online.

However, you must sign up for this service by either picking up a registration form from the surgery receptionist or registering online at

<https://www.laurencekirkhealthcarecentre.co.uk>

Each member of the family needs to fill out an individual form. Please note that the appointment booking or prescription order confirmation will be sent to the email address you supply

Once you have signed up – this service is available round the clock at

<https://www.myvisiononline.co.uk>

You can prebook appointments up to 6 weeks ahead – but we do ask that you try and do your best to remember your appointment.

Note also we are open every second Monday evening – we offer appointments until 8pm for those who work or need a later appointment.

Text Messaging Service

Many of you will know that we send text reminders to patients for flu, shingles and pneumococcal vaccines – to all patients for whom we have a mobile number on record and have consented to allow the practice contacting you via text message

Repeat Prescriptions

Please remember to hand in your repeat prescriptions in good time. Please allow three working days for your prescription to be processed and ready for collection at the local pharmacy. Patients are welcome to use our online service, detailed on this page or telephone the repeat prescription line on 01561 376426.

Test Results

If you wish to enquire about the results of any investigations, please telephone between 2 pm – 4.30pm, when the receptionist should be able to help you. Please note that the receptionists are not clinically trained and will simply pass on available comments and instructions from the doctor. It is your responsibility to make any necessary follow-up appointment with the doctor. **All results are scrutinized by the doctor and you will be notified of any abnormal results that require action.** Please note that we do have a strict policy regarding confidentiality and data protection. We will not give out results to relations unless the patient has given prior permission for their release, or if they are not capable of understanding them.

Emergency Number

If you have a medical emergency when the surgery is closed then please call:-

NHS 24 on Tel. No. 111

Aberdeenshire Alcohol & Drug Partnership Community Forums

The ADP has three Community Forums in Aberdeenshire which are open for anyone to join. Each Forum holds regular meetings where people can discuss issues and create solutions to local needs around alcohol, drugs and recovery. Many forum members will have been affected by issues related to substance misuse or mental health but the forums are keen to see a wider participation from the whole community. After all, it is community members themselves who can identify the needs in their local community and help us achieve wider change.

The South ADP Community Forum, which covers Marr and Kincardine & Mearns, has run a number of 'blethers' allowing people to come together to look at how addiction affects local communities and how recovery can be promoted. The forum has also held a business breakfast, an alcohol-free session at Stonehaven Folk Festival and has developed a number of other local initiatives, including a bike scheme supported by Police Scotland.

Each forum also has a community fund which is available for small, local community projects or events that aim to have a positive impact on alcohol and drug related issues. Decisions on these are taken by members of the forum and we welcome new applicants.

If you would like more information on any of the above, please contact Naida Sneddon on 01467 642504 or email naida.sneddon@aberdeenshire.gov.uk

Collection of Controlled Drug Prescriptions

As a patient you can pick up your prescriptions in many different ways. This may be from your local pharmacist, but written consent is required for a controlled drug to be collected from the local pharmacy or from the reception desk at Laurencekirk Healthcare Centre. This change will affect patients who are prescribed controlled drugs and pick up their prescription from the reception desk at the practice.

What are controlled drugs?

Some medicines are regulated under the Misuse of Drugs Act. This means that the drug is more strictly controlled under UK law. The majority of drugs do not fall under this law and therefore the majority of patient prescriptions will be unaffected. The law on these useful medications aims to stop these drugs being misused, obtained illegally or causing harm to the general public. The law also governs and gives legal responsibilities to your doctor, nurse and pharmacist on how these medications are prescribed, dispensed and stored.

How will I know if I am taking a controlled drug?

Do not worry. One of our receptionists will let you know that you are collecting a prescription for a controlled drug. For those of you interested you can also look at your prescription. There you will see 'CD' printed next to the medication name.

How will this change the way you collect your prescription?

The change in practice policy will now require all patients who collect a controlled drug from the reception desk to sign to confirm their receipt of the script. A representative can still collect your prescription for you; they will be asked to sign instead.

Cervical Screening Programme

From Monday the 6th of June 2016, the age range for cervical screening changed from age 20–60 to age 25–64. The frequency of cervical screening will continue to be every three years from age 25–49, but will change to every five years for women from age 50–64. These changes were recommended by a review of the evidence on the effectiveness of screening across age groups, bringing Scotland into line with practice elsewhere in the UK. Data shows that screening women below the age of 25 has little or no impact on rates of invasive cervical cancer. But evidence shows that women up to the age of 64 can also benefit from cervical screening. In women aged 50 or above, screening every five years offers adequate protection. Women will continue to be invited for screening by receiving a letter and leaflet automatically sent by the Scottish Cervical Call Recall System (SCCRS) at the correct time. There will be instances where a woman aged 20–24 is invited for cervical screening on or after 6 June 2016. This will be because she has previously been invited as part of the programme, prior to the changes. We would encourage all women to remain in the screening programme as recommended, and if you are uncertain if you need a smear please contact the practice or check with the nurse or GP next time you are in.

Staffing

This summer sees the return of Dr Joanna Davidson from her maternity leave and the addition of two new members of staff, Mrs Janice Jamieson as Practice Nurse and Mrs Lesley Clark as Practice Pharmacist. Dr Davidson will be working four sessions in the practice per week as from July 2016. Lesley will be running Hypertension Clinics in the practice as well as seeing patients for minor ailments.

Dr Pat Mulcahy writes:

Having worked full time at Laurencekirk Medical Centre since 1994, I have reduced my hours in the practice. As a result, waiting times for a routine appointment with me may increase. However, additional sessions are being worked by Dr Wilson and Dr Davidson has resulted in a net increase in weekly GP appointments available.

Forthcoming Dates for your Calendar

Thursday 22nd September STAFF TRAINING - PRACTICE CLOSED FROM 1.30PM
Monday 26th September PUBLIC HOLIDAY - PRACTICE CLOSED ALL DAY
Tuesday 15th November STAFF TRAINING - PRACTICE CLOSED FROM 1.30PM
EMERGENCY COVER WILL STILL BE PROVIDED DURING THE ABOVE DATES AND TIMES. PLEASE TELEPHONE THE MEDICAL CENTRE ON 01561 377258 IF YOU REQUIRE URGENT MEDICAL ATTENTION.

Comments, Complaints and Compliments

Should you have any comments, complaints or compliments about the service you have received from the practice please ask to speak to our practice manager, Mrs. Marion Taylor, or write to us at the address shown on page 1 or e mail laurencekirk.administrator@nhs.net.

