

Branch Surgery
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Consultations by Appointment Only

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Update from Cove Bay & Kincorth Medical Centre – May 2014

Changes at the Practice

Our Nurse Team Leader, Sylvia Pratt, has left us to become a Diabetes Specialist Nurse at ARI – we wish her all the best in her new role. Our new Nurse Team Leader is Debbie Foreman (one of our current Practice Nurses) who is very skilled at diabetes management including insulin conversions and other chronic disease management. We have also recruited a new Practice Nurse, Amanda Begbie, who will be joining the team on 26th May.

New Freephone Telephone Number for NHS 24

NHS Grampian is responsible for our patient care outwith normal opening hours. Currently all calls to the practice in the evenings, weekends and public holidays are dealt with by NHS 24 and G-MEDs on Freephone Telephone Number **111**.

NHS 24 is also available at any time for nurse advice and health-related information. Their Freephone Telephone number is 111 and their website is available at **www.nhs24.com**

Remember, in serious emergencies, dial 999 and ask for an ambulance.

Guide Dogs Scotland

Staff at the Cove Bay Health Centre/Kincorth Medical Centre recently undertook My Guide training with Guide Dogs Scotland. The My Guide training teaches sighted guiding techniques for those with sight loss and will make our centre more accessible for people who are blind or partially sighted.

Guide Dogs Scotland provides a range of mobility services. My Guide also partners sighted people with people who have a visual impairment and aims to reduce the isolation often experienced by those with sight loss. If you would like to know more about this service please email **sheena.mackinnon@guidedogs.org.uk** or call Sheena on **0845 372 7436**.

The core guide dog service is at the heart of what they do, and there are around 530 guide dog owners in Scotland. The service receives no government funding and relies entirely on public generosity.

If you would like to know more about our My Guide or guide dog service, or how you can get involved by supporting, volunteering, or backing our campaigns, visit our website www.guidedogsscotland.org.uk, or call the Glasgow Mobility Team on **0845 372 7436**.

What is the salt content in your soluble pain relief medicines?

Soluble pain relief such as that available on prescription or over-the-counter from the chemist is known to contain high levels of sodium (salt). Examples of these medicines include Paracetamol, Co-codomol and Solpadol.

Someone taking the maximum daily dose of soluble pain relief would be exceeding their recommended daily allowance of salt without even accounting for dietary intake. Too much salt is linked to an increased risk of heart disease, high blood pressure and stroke.

If you are currently taking soluble pain relief and have no problems with swallowing tablets, please contact the surgery or your local pharmacist who will be happy to discuss your medication with you.

DNA Rates

Our latest DNA rates (Did Not Attend) for appointments continue to be a cause for concern. In April 2014, 166 people did not attend for their GP appointment and 192 people did not attend for their nurse appointment. This is part of the reason why there can be a wait for a GP or nurse appointment.

If you no longer need your appointment, PLEASE ring to cancel with as much notice as possible so it can be offered to another patient.

In an attempt to resolve this, the practice have developed the following policy – If you fail to attend for two consecutive appointments without informing us, we will write to you asking if there are any specific problems preventing you from attending or cancelling your appointment. If you fail to attend for a third appointment, you may be removed from the Practice list and will need to register with an alternative GP practice.

Parking at Cove Practice

Please avoid parking in the disabled spaces unless you are disabled or accompanying a disabled person to the surgery. Please also avoid parking in the reserved DOCTOR parking bays as the GPs may need rapid access to their cars for emergency house calls.

At the front of the practice there is a No Parking area, this is to allow emergency vehicles easy access to the practice– please do not park in this area.