

Branch Surgery

Kincorth Medical Centre
Kincorth Clinic
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Main Surgery

Cove Bay Health Centre
Earns Heugh Road
Cove Bay, Aberdeen
AB12 3FL
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Consultations by Appointment Only

Update from Cove Bay & Kincorth Medical Centre – September 2013

Changes at the Practice: The Practice would like to welcome Kim Thomson who has recently joined the reception team at Cove.

Routes to Wellbeing: Cove Bay & Kincorth Medical Centre will be one of three city Practices piloting a new service for people with emotional difficulties such as depression and anxiety. These are very common problems that are often quite easily managed with the help of medication, however for others there can be ongoing difficulties. For a small number of people with more severe illness a referral for specialist help and support via the Psychiatry Department is appropriate but many more people may benefit from other options/ways of help... the trouble is it can be difficult to identify what these are and where to find them.

We try our best in the surgery but are often frustrated by the limitations of time and also our own full awareness of the very wide array of organisations within the Voluntary Sector, Community and others which may have great potential for the individual needs of our patient. When we do advise such help we generally don't get feedback to let us know how our patient is doing.

The new service is called "Routes to Wellbeing" and is very simple - your GP links with a Healthpoint Advisor who will offer a face to face meeting to look at potential options to help. This link is very speedy and should happen within a small number of days. Healthpoint is a well established service who have a wide depth of knowledge of potential supports and advice. The "Routes to Wellbeing" program will entail a very supported link between patient, GP and Healthpoint and helpful organisations which will make the pathway to recovery/wellbeing much quicker and more assisted than at present. This service should be up and running by the end of September 2013.

Dental Care - Severe toothache, infection or injury in your mouth or teeth that needs urgent attention!

If you are registered with a dentist you should contact your dental practice for an appointment. Even if your practice is closed, you will hear a message which provides details of their out of hours arrangements for providing advice and treatment.

If you are not registered with a dentist help is available by contacting the NHS Grampian Dental Information and Advice Line on 0845 45 65 990. The service is available between 8.05am – 5.45pm and can also be used if you are just visiting the Grampian area and cannot wait until you see your local dentist. For problems that occur between 6pm and 8am, you should call NHS 24 on 0845 24 24 24.

Are you worried about persistent mouth, tooth or gum problems? Arrange an appointment with your dentist to get a dental check up. For further information visit NHS Grampian's Dental Information page

DNA Rates: Our latest DNA rates (Did Not Attend) for appointments continue to be a cause for concern. In August 2013, 115 people did not attend for their GP appointment and 153 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.