

Main Surgery

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Consultations by Appointment Only

www.covebayandkincorthmedical.co.uk/

Branch Surgery

Kincorth Medical Centre
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Update from Cove Bay & Kincorth Medical Centre – September 2014

Changes at the Practice

Dr Sam Whiteside is leaving the Practice on 30th October 2014 to relocate to another practice within Grampian. We would like to wish her and her family all the very best for their future.

Dr Claire Harris joined the team in March and works 3 days per week, across both sites.

The practice is pleased to announce that Dr Laura Bath will be starting on 27th October and will be also working 3 days per week across both sites.

Annual Winter Flu Clinics

The Practice will be running flu clinics again this year at both of our sites. If you are 65 years or over or have one of the eligible medical conditions you may be eligible for a free flu injection.

Clinics will be running at Cove on Saturday 11th October and Saturday 1st November and at Kincorth they will be on selected dates - appointments are available to book now.

Please call the surgery any morning after 10 am to book in for your flu injection appointment if you think you are eligible.

Baker Hughes 10K Run

On behalf of the practice team who ran the Baker Hughes 10k run we are pleased to advise that £1,500 was raised and the money was donated to CLAN – a big thank you to everyone who sponsored the team.

Health Walks in Altens

Starting in July 2014 for 17 weeks there are organised weekly walks leaving from Altens Community Centre at 10.30am every Thursday. The walks will initially be led but it is hoped the group will carry on themselves after the 17 weeks. Coffee/tea is available afterwards.

Morag – Cove Secretary

Morag Mackie, the Secretary at our Cove Practice, will have been with the practice for 25 years on the 2nd October 2014. The practice recently recognised this fantastic achievement and would like to thank Morag for all her years of dedication and hard work.

Text Message Reminder

Text message reminders are being sent out for all of our GP appointments and we are now also sending them out for nurse appointments too. Please note no specific appointment times are detailed on the message – This is to maintain confidentiality as someone other than the patient

may read the text or a patient may have failed to inform us that their mobile number had changed and it is then sent to the wrong person. Patients who receive reminders but can not remember the time of their appointments should contact the surgery to clarify their appointment details.

DNA Rates

The practice monitors the number of GP and nurse appointments that are not attended. We have audited the impact that the text reminders have had on our DNAs (Did Not Attend) for the period 1/4/14 to 25/6/14. If we compare our DNA levels for that period with the previous 3 months, there hasn't unfortunately been an overall reduction in DNA levels as yet but this is to be expected as it takes time for people to sign up to the service. During the above period there were a total of 962 appointments not attended. Of these, 195 (20.27%) had received text message reminders and still did not attend. However 767 (79.72%) of those who did not attend had not received a reminder as they were not signed up for the service. This shows that the text messages can help to reduce our DNA levels but that we still have a long way to go with tackling this. If you would like to receive a text message reminder for your appointment please sign up for this service by completing a form at reception or by downloading a form from our practice website and returning it to the practice.

Self Check in Machine at Cove Practice

We now have a self check in machine at our Cove practice. When you arrive for an appointment please try checking yourself in for your appointment via the self check in machine. If you require assistance please ask at reception.