

KEITH HEALTH CENTRE AUTUMN NEWSLETTER

WHY NO ANTIBIOTICS?

With Autumn upon us, and winter on its way, our GPs and nurses can be overwhelmed with the pressure of seeing patients suffering from a range of common viral infections eg of the nose, throat, ears and chest.

Many flu-like illnesses are also caused by viruses. Diarrhoea and/or being sick (vomiting) are often due to a viral infection of the gut. If you are normally well, your defence (immune) system is good at fighting off many types of viral infection. An antibiotic medicine is not needed if a virus is causing an infection.

This is because:

- Antibiotics do not kill viruses
- Antibiotics only kill germs called bacteria
- Antibiotics may cause side-effects

such as diarrhoea, rashes, feeling sick, etc.

- Overuse of antibiotics, when they have not been necessary, has led to some bacteria becoming resistant to them. This means that some antibiotics might not be as effective when they are really needed.

More information/advice on this subject is available at the surgery.



KEITH FLU CLINIC

Saturday 21st October 10am-4pm

Who would believe that the flu season has come round again so quickly? Those of you who are over 65 years of age, and those who are parents of children aged 2-5, may have already received invitation letters from NHS Grampian.

The clinic will run at the Health Centre from 10am-4pm on Saturday 21st October. Simply come along between those times, with your invitation letter.

Those who are eligible and under 65 years of age, should have been notified via a letter from the practice. Local groups will also have stalls and information about various activities and services available locally to help you maintain your health and wellbeing. We look forward to seeing you on the day!

biscuits in the St Rufus Hall. Tesco are contributing the food, as well as a FREE RAFFLE.

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The Patient Participation Group have organised free tea/coffee and

STAFF CHANGES

We say "haste ye back" to Kelly Smith from our nursing team, who is taking a 6 month sabbatical. We would like to wish her all the best for this, and look forward to welcoming her back in May 2018. In the meantime, her post will be filled by Chloe Morrison, who will be a very welcome addition to our team.

Appointments missed during September 2017!

Some of our patients have expressed concern at the length of time they have to wait to get a routine appointment with a GP or nurse, and we constantly monitor this situation.

However, during the month of September alone, 71 GP and 124 nurse appointments were wasted due to failure to attend! This equates to 31 hours of consulting time!

We cannot stress enough the importance of informing the practice as soon as possible, if you can no longer attend/no longer need a booked appointment. This enables us to give that appointment to someone else!



COMMENTS AND SUGGESTIONS

If you have any suggestions for our next newsletter, please hand them in to reception, or send them in to Lynn Ross, Practice Manager. We look forward to hearing your news/views.



CAMPAIGN FOR NEW HEALTH CENTRE GAINS MOMENTUM



Over the past weeks our Patient Participation Group has stepped up it's campaign for a new health centre and hospital for Keith, to replace the current premises which are no longer fit for purpose. Along with the GPs and staff, the group's members are campaigning for the building of modern, purpose-built premises to enable the GPs and other healthcare professionals to deliver a wider range of health services in the local community. Local politicians and councillors including Douglas Ross MP and Richard Lochhead MSP have visited the centre and have pledged their support.

A petition has been launched, and is available to sign in various local shops and businesses in Keith and the surrounding area, as well as in the Health Centre itself. Please show your support and sign this petition - our local community deserves the best!

Away from home without your medication?

What can you do if you are away from home without your medication, or you run out of your regular repeat medication? It is not always necessary to register as a temporary resident with a practice.

If you are registered with a GP in Scotland, any community pharmacist can, in certain circumstances under the NHS, provide you with a supply of your regular repeat medication. This is at the discretion of the pharmacist, and should only be done in one off situations. It is helpful if you have a repeat slip or an empty medication box with you.

There are some medicines that the pharmacist is not allowed to supply, and this service cannot be used to obtain a supply of methadone or any other substitution therapy.

If you have visitors staying with you from another part of the UK, pharmacists can provide a supply of the patient's medicine up to the equivalent of the quantity of medicine normally prescribed for the patient. Please remember, however, that this is an EMERGENCY service only. Try to remember to order your medication in a timely manner, and pack a supply in your luggage when travelling.

Aggression towards staff

We would like to remind patients that the practice follows the NHS "zero tolerance" policy with regard to violence and aggression towards staff. We understand that when patients come into the surgery they are often worried and concerned about their health. We do try to deal with this as sensitively as possible.

However, it is never acceptable for our staff to be shouted and sworn at. Please remember that reception staff can only give out appointments if they are available, and are not qualified to give out any clinical information or medication, unless under instruction of the GPs.

If you do have a genuine complaint or grievance, we do have a complaints procedure. Staff will be happy to help direct you with this. Thank you for your cooperation.

