



KEITH HEALTH CENTRE SUMMER NEWSLETTER



AUGUST 2019

Welcome to the Summer Edition of our Practice Newsletter! We hope that you are all enjoying the summer holidays and managing to relax and recharge the batteries! Read on to see what you can do to help us to look after you.....

HELP US TO KEEP KEITH HEALTH CENTRE HEALTHY!



We hear everyday on television, radio and social media about the pressures on the NHS and of the shortage of GPs reaching crisis point in many places. We are not immune to this in Keith! GPs are resigning in their droves all over the country due to the stress caused by increased workload. The total number of consultations has risen by 15% in the last 5 years alone. GPs now look after more patients with complicated conditions and medicines that used to be managed in hospital, and, in addition, we are all living longer.

So how can you, as patients, help our team here in Keith stay healthy?

- **SELF CARE** - This is about looking after yourself in a healthy way. It can be anything from brushing your teeth, doing some exercise, managing common conditions (like headaches, colds and flu) or living with a long-term health problem, such as asthma or diabetes. The reality is that 1 in 5 GP consultations are for common conditions, such as backache, headache or cough, which for most people are not serious health problems. Self care for these conditions can help free up some of your GP's time, making it easier to get an appointment when you have a more serious condition. You can find further information on this topic in many places, eg:-

[NHS Inform Website](#)

[Patient UK Website](#)

You can also access help and advice from other sources. (Ask at reception for more details.)

[Minor Ailments Clinics at local pharmacy](#)

[Physiotherapy Self Referral](#)

[Moray Mental Health and Wellness Centre](#)

[Arrows \(Substance Misuse\)](#)

[Smoking Cessation Service](#)

[Dentist and Optician](#)

- **TURN UP FOR APPOINTMENTS AND ARRIVE ON TIME** - An average 10 minute GP consultation costs the NHS a minimum of £23.00. If you no longer need an appointment, please let reception know as soon as possible, so that someone else can use it!
- **PREPARE FOR YOUR APPOINTMENT** - Appointment slots are very precious. Make sure you make the most of the 10 minutes. Be concise - what is the most important thing affecting your health just now? Share it at the beginning so the GP can focus the consultation accordingly.
- **ORDER YOUR REPEAT PRESCRIPTIONS IN GOOD TIME** - we ask for *at least* 48 hours notice for prescription requests.

[Read on overleaf for more Keith Health Centre news.....](#)

UPDATE - NEW HEALTH CARE FACILITIES IN KEITH

An initial public meeting to inform the local population of the plans, possibilities, and constraints of this project, was held on Tuesday 23rd July in the Longmore Hall, Keith. This well attended meeting was led by Pam Gowans, Chief Officer of Health & Social Care Moray, and she was joined on the panel by George McLean from Health & Social Care Moray, Leon Stelmach, Chair of the Keith Health Centre Patient Participation Group and Dr Ben Johnson, GP Partner. Local people were urged to get involved in exploring the opportunities that could be delivered from a purpose-built centre and to voice their ambitions for health and care in their community. In order to access funding from the Scottish Government an Initial Agreement (IA) document must be prepared, setting out why a new facility is needed, services that could be provided, the benefits and likely costs. This process will be informed by the public, people working in health and social care and key partners such as Third Sector organisations. The IA is not concerned with a new community hospital however, as this forms part of a different Moray wide review process of community hospitals. Funding for this would have to be found separately.

It is vitally important that you share your ideas—pick up a feedback form at the health centre!



TEXT MESSAGING

We launched our text messaging service at the beginning of June and now send appointment reminders to all patients (over 16 years old) with a mobile phone number recorded in their patient record. The reminder is sent out the day before the appointment date, to make it easy for you to cancel if the appointment is no longer required. All you have to do to cancel, is follow the one-step instruction on the message. In the first four weeks of using this system, we have saved a massive 6.5 hours of consulting time or 38 appointments!

However, 42% of our patients have no valid phone number recorded in their notes, and we therefore cannot use the service for everyone. If you use a mobile phone and would like to be included in text messaging, please contact reception and pass on your number so that our records can be updated, or tear off the slip below, fill in the details and hand in to reception.

CUT ALONG HERE

TEXT MESSAGING SERVICE - Please complete and return to reception.

NAME:- _____ DATE OF BIRTH: _____ MOBILE NO: _____

ADDRESS: _____

I consent to receiving texts from Keith Health Centre Y/N