



Yell Health Centre Newsletter



Yell Health Centre

Christmas 2010

Welcome to this Christmas newsletter. With winter upon us, coughs and colds are sure to be not too far away. Our website has some very useful links with advice on treating minor illnesses, so why not pay it a visit and see how you can look after yourself. It will shortly be updated with some new photos. Why not check it out and see who you recognise!! www.yellhealthcentre.co.uk As always we would welcome any feedback, good or bad, regarding this newsletter. If you prefer to contact us via e-mail our address is: shet-hb.yellhealthcentre@nhs.net

Yell Health Support Group

This registered charity continues to meet, twice a year, to look at ways to improve the health and well being of everyone on Yell. The group purchases medical equipment and also acts as a forum for discussing the care that is provided to the island. We would therefore like to encourage anyone who has any thoughts or ideas to contact us, by e-mail, phone, letter or in person.



We have a few vacancies on the group and are keen to have new members, especially from the younger members of the community, since we do not tend to see them quite as much. Anyone 16 or over can be a member. We only meet twice a year and it really involves very little work; just bring ideas and your views! For more information, contact Patricia at the surgery.

There is a Christmas Raffle in aid of the YHSG; the prize is a luxury hamper full of all sorts of goodies. We are asking for donations of £1 a strip, tickets will be available from the health centre, local shops and the ferry booking office. Draw will take place on Friday 17th December.

If you have any books or equipment borrowed from the health centre and no

longer need them, please could you return them so others can get benefit from them.

Flu Clinic

We held "Flu Clinics" in Cullivoe, Burravoe and Mid Yell this year. We hope that those of you who attended found them more convenient than coming to the surgery. We would value your thoughts on this, and any ideas how we might improve things for next year. If you were unable to attend the specific flu clinic, but still need a flu jab, please contact the surgery and Hilary will see you in one of her usual clinics.

We would like to thank Burravoe Hall committee, who provided tea and coffee for free, and Daniel Franklin who sold tea and coffee in Mid Yell and Cullivoe. He raised £50 for CLAN Shetland.

Christmas Holiday Closing

The surgery will be open as usual up to and including Friday 24th, but there will be no Fetlar surgery that day. We will hold a morning surgery in Yell instead. The health centre will be closed on Saturday 25th, Sunday 26th, Monday 27th and open again, as per normal, on the Tuesday 28th, but will



not have a Cullivoe clinic that day. We are closed again on Saturday 1st, Sunday 2nd, Monday 3rd, and reopen on Tuesday 4th. Again, there will be no Cullivoe clinic that Tuesday. If you require a doctor urgently between these times phone the health centre as usual, on 01957 702127, where a recorded message will inform you where the doctor can be contacted.

Please make sure that you have enough medication to see you through the festive season.

Also please be aware that in severe weather conditions the "Post People" may not be able to deliver your tablets to you. If you do not receive medicines when you expect to, and you need them urgently, **please contact the surgery** and NOT the post office. To allow adequate time for your medicines to get to you via the post, please remember to order them at least 48 hours before you need them.

Updating Records

Please could you let us know if you change address, name, phone number, etc and whether you wish to be contacted by mobile phone or e-mail. Could you, also, let us know your next of kin and their contact details? You can inform us of any changes via our website or phone in the usual way.



Suggestions Box

We are always open to useful suggestions on how we can improve the service we provide. There is a Suggestions Box in the waiting room, so please feel free to use it for this purpose.



Prescriptions

We will be putting in a prescription re-order slip in with everyone's repeat prescriptions in the future. All you have to do, is tick the box next to the medication you need and give back the slip to us. Hopefully, this will be easier for folk than ordering drugs over the phone. You can still order drugs on the phone if you wish, or via our website. One advantage of the website is that it can be done at anytime you remember, and once set up, is very easy to use. Any questions, just speak to the reception staff.

Dental clinic

Unfortunately, Nick has left now and we don't have a permanent dentist at present. We will be getting another locum who will be starting soon, but we don't know exactly when. If you need advice regarding problems that you are having, please contact the reception staff at the dental clinic on Mid Yell 702031. The office is staffed from 8.45 - 1.00, then 2.00 - 5.15.



After hours, an answer phone message will inform you of the number to call for dental help in an emergency.

Congratulations



Congratulations to Hazel and Tommy on the birth of their daughter Alice.

"Did not attend"

In the last 6 months, 31 hours of Hilary's time has been lost due to people failing to turn up without adequate warning. This constitutes 1 working week. Whilst we understand some people genuinely forget, please do your best to ring so that we can re-allocate your appointment.