

Yell Health Centre Newsletter

(Summer 2014)



If you are travelling overseas this summer please make sure you have all the necessary immunisations in good time. As always, we would welcome any feedback regarding these newsletters, or if you have any suggestions, please feel free to contact us either by telephone, by e-mail at : - shet-hb.yellhealthcentre@nhs.net or us through our website at www.yellhealthcentre.co.uk

NHS24

In February this year, Yell Health Centre sent out a mail drop to all households giving information on out of hours calls being taken over by NHS 24. NHS Shetland would like to make it clear to patients that although the Yell Community Council invited NHS Shetland representatives to discuss the proposed change, the Community Council did not make the actual decision to go ahead. The decision was made by NHS Shetland and Yell Health Centre in order to improve the service to patients.

If you need urgent medical advice whilst the surgery is closed you should phone 111, unless between 8 - 8:30am and 5 - 5:30pm (Monday to Friday) when you should ring Gilbert Bain Reception on 01595 743000.

If you are not happy with the response you get from NHS24 could you please let us know.

Burravoe and Cullivoe Clinics



These clinics have now changed. They are now held on alternate Mondays.

You can collect prescriptions at 2:00pm and appointments start at 2:10pm. Dates for the whole year are displayed in the Old Haa, Burravoe and the Cullivoe Hall. They are also available on our website and you can always phone reception to check what is happening.

Reporting to Reception

Can you please remember to report to reception when you arrive? Reception staff record your arrival on the computer system so the doctor knows you are waiting. Dr Campos Rio and Dr Convery **rely** on this system so if you are not marked in as arrived they will **not** come looking for you. It is imperative, therefore, that you **CHECK IN WITH RECEPTION STAFF ON YOUR ARRIVAL**, otherwise you may well end up sitting like a lemon for a long while and miss your appointment.



Ordering of Medicines

Please order your repeat medication at least 10 days before you need them. All repeat prescriptions are now dispensed by Brae Pharmacy. They collect the paper prescriptions from us and return the dispensed medication on Tuesdays and Fridays. If you prefer, you can collect the paper prescription to take to a chemist of your choice, for dispensing.



If you have a doctor's appointment you should still be able to collect acute medication prescribed to you as you leave. If not in stock, we will order it in for you or you can collect it from a chemist of your choice.

If you have any issues regarding your prescriptions please let us know.

Yell Health Support Group

Julia Smith is now chairperson of the above group. Other members are:- Annette Jamieson, Angus Jamieson, Rae Thompson, Linda Strachan, Dan Thompson, Patricia Odie, Jill Thomson, Alexis Goodlad, Doreen Strachan and Robert Jamieson.

Red Cross Transport - use instead of a taxi

If you do not have transport to take you to your hospital appointment you can use the Red Cross Transport service.

Once you receive an out-patient appointment you should call 07880750445 to book a Red Cross car. This should be booked



as soon as the appointment is received or no later than 48 hours before appointment. A mobile phone will be on answer

machine at all times. You should leave contact details and appointments details. Between 1700-1800 Monday - Friday someone will listen to messages and call you back to confirm arrangements. The Red Cross will collect island patients from the Toft ferry terminal. You may still use a taxi to get to the Ulsta ferry terminal if you have no other means to get there.

If Red Cross transport is not available and the local bus service does not fit around your appointment, contact Patient Travel for authorisation to book a taxi for your hospital appointment.

Teenage Boosters

We would like to remind parents of children aged 15-16, (those who have just finished in S4), that they are due school leaving booster immunisations. The school holidays are an ideal time to get this done, before students disappear off to the Anderson High School or onto apprenticeships or jobs.



Yell & Unst Carers Support Group

The carers support group meet on the first Wednesday of the month between 12-2pm.

The meetings alternate between Yell and Unst. Transport can be arranged if needed. It is a friendly, relaxed group that enjoy getting together for lunch and a chat. For more information please contact Karen Hannay on 07909 966161 or email:

karenhannay@gmail.com.

Carers information packs are available at the surgery.

Congratulations!

Congratulations to Sandra and Neil on the birth of their son Danny; to Anne-Marie and John on the birth of their daughter Hope; to Sarah and Martin on the birth of their daughter Kaitlyn; to Jenna and Keith on the birth of their daughter Ava and to Katy and Richard on the birth of their son Aksel.



Practice Nurse

Hilary Franklin, our practice nurse, is leaving us to take up a new position. We would like to take this opportunity to thank her for all her hard work and dedication over the last 8 years.



Farewell from Hilary: "As I am sure you are all aware, I will be starting a new job very soon in Scotland. I am sorry to leave and will miss everyone. I hope that you will give the new nurse a chance. I have enjoyed my time here and am sad to be going.

On another note, over the last few weeks, I have noticed an increase in the number of patients who are missing their appointments; in one week there were 8 appointments not attended, some of them double. If you are not going to attend, please let us know. There are many other patients who could be seen in this time".