

Yell Health Centre Newsletter

(Summer 2013)



Well it appears summer may have started, (we're writing this in the hope that summer will arrive with the printing of this newsletter). If you are travelling overseas this summer (to top up on your Vitamin D levels) 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 or by e-mail at :-

shet-hb.yellhealthcentre@nhs.net. You can also contact us through our website at www.yellhealthcentre.co.uk

Practice Staff Changes

Most of you will be aware that Mark and Rosie will be leaving Yell in June. We would like to take this opportunity to thank our wonderful staff for looking after us over the last 15 years and for feeding Mark chocolate biscuits when he got ratty!

Seriously, they are truly exceptional and we are sure that the practice will continue to run smoothly under their guidance until a full time replacement doctor is found. We would also like to thank you all for making us so welcome in Yell, and for being well behaved patients!



Burravoe and Cullivoe Clinics

As with everything in this world, we are relying more and more on computers. All our patient records are computerised and are available to us in their entirety in Mid Yell and Fetlar only. At Burravoe and Cullivoe, we take a laptop which contains only a summary of the medical records and medications, not all that we require. It is becoming increasingly difficult to provide the high level of care that we want to provide at these peripheral clinics.

With there being no permanent replacement yet for Mark and Rosie, there will inevitably be a succession of locums covering. It will be very difficult indeed for them to provide a high standard of care without full and proper records. We would therefore suggest that if at all possible those with transport make appointments to see the doctor in Mid Yell, and only if transport is impossible, that you make an appointment in Cullivoe or Burravoe. We would also suggest that you give a little more information to the reception staff about the reason for your visit so that the doctor can have the opportunity to look up your notes before you come to the clinic. In the longer term we believe these clinics may have to stop altogether but that will be a decision for the next permanent doctor.



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Reporting to Reception

For over a year now we have had a new computerised appointment system. When folk arrive, reception staff record this on the system so the doctor knows they have arrived. Whilst most folk report to reception on arrival, some completely forget or



only give a quick wave to reception staff. This has not caused too many problems up till now, as Mark and Rosie have popped into the waiting area to check if folk have arrived. Locum doctors will not recognise patients and will be relying on the computer system to see that you have arrived. It is going to be 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 note that repeat prescriptions **CANNOT** be dispensed on the same day that they are ordered. This is to comply with the law, since the doctor **MUST** sign every prescription **BEFORE** being dispensed.

Please be aware of when your drugs are running low and order them in plenty of time before you need them. The absolute minimum for a prescription to be dispensed is 24 hours.

There is a system on our website to order your medicines online - why not look at the website and see how easy it is.



Yell Health Support Group

This group is still going strong and they had their AGM recently. They have set up a "Facebook" page to try to attract a doctor or doctors to replace Mark and Rosie. Feel free to take a look and spread the word. If you are interested in joining the group, please contact Patricia at the surgery.

New Schedule for Immunisations

There are some changes being made to the childhood immunisation programme. For all babies born **AFTER** 1st May 2013, at 3 months they will be offered an added oral vaccine against Rotavirus (a bug that causes vomiting and diarrhoea). At 4 months another Rotavirus vaccine will be offered - and the meningitis C vaccine that was given will now be given at age 14 instead.

When Autumn comes there will be a new flu vaccine offered to all those children who need it from age 2 - 17, via a nasal route ie drops up the nose. Children aged under 9 will need 2 doses 4 weeks apart. **ALL** children will eventually be offered a flu vaccine but details will be available nearer the time.

With the recent outbreak of measles, anyone who missed their MMR when it should have been given can attend for the 2 doses now. For those more mature folk, there will be a new vaccine against shingles for adults aged 70-79. It will be offered to everyone in this age group.

For more information about the childhood immunisation schedule or any other vaccine please visit www.hps.scot.nhs.uk or www.immunisationscotland.org.uk

Dentist and Hygienist

Alison Blundell, the dentist is here Monday, Tuesday and Friday between 9am and 4.30pm. Morag Mouat, the hygienist is here most Wednesdays from 9.30am to 4pm. If you need to make an appointment please telephone 01957 702031. More information is also available via the surgery website - www.yellhealthcentre.co.uk

Red Cross Transport - use instead of a taxi

Once you receive an out-patient appointment you should call 07880750445 to book 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. You should **only** book a taxi if Red Cross car is not available and you should check this with Patient Travel **first**. The Red Cross will collect island patients from the Toft ferry terminal. You may still use a taxi to get to the Ulsta terminal.