



On Line Services

Our on-line service was launched in April 2009 and we currently have 870 patients registered.

Services that can be accessed are as follows:-

- Requests for Repeat Prescriptions
- Requests for non urgent appointments with the doctor or nurse
- Patient Registration
- Notification of change of address
- Travel Vaccination

Please note that the service is not designed for emergency or on-the-day appointments.

The response time to requests is currently 72 hours and while we have experienced a few teething problems, these are being ironed out and the majority of patients using this service are very satisfied.

The On Line Services can be access via a link on the practice web site www.cardenmedical.com .



Nurse Appointments

We have changed our nurse appointment system to ensure that the nurse has enough time to carry out all the procedures you require. However, the system will only be as good as the information you provide us with.

Whether you make your appointment by phone, on-line or in person, the receptionist will need to know what procedures you need to see the nurse for e.g. Blood pressure, blood test, smear test, dressing etc. If you require more than one procedure please ensure that you inform the receptionist so she can make the appointment for the required amount of time. If we do not get the correct information, the nurse may not be able to do all the procedures that you require that day and you may have to come back at another time. We do not wish to inconvenience patients by having to bring them back for another appointment, so we would appreciate it if you could give the receptionist as much information as possible when booking your appointment.

Thank you.

Lorraine McKenna
Business Manager

NEW FEATURE

We have decided to include a new feature in our Newsletters so that patients can get to know the staff better. Each quarter we will include a short explanation of who the staff are and what the team does. This quarter, we have asked the Secretarial Team to tell us about themselves.

Meet the Secretarial Team



Margaret



Emma



Danielle

We are the Secretarial/Admin Team. There are currently 2 Secretaries, Margaret and Emma, and 1 Admin Assistant, Danielle.

The Secretarial Team supports the Practice by providing secretarial/administration backup including typing of patient referrals to out-patient clinics. We must ensure that all hospital referrals are processed promptly, efficiently and accurately.

Margaret and Emma are also responsible for clinical support with the daily running of the clinics, which are currently the Diabetic, Asthma, Secondary Heart Prevention, Keep Well, and the Hypertension clinic. We are responsible for the recall of patients to ensure that patients attend the clinics and keep the administration up to date on the computer systems.

My name is Danielle and I am the Administration Assistant here at Carden Medical Centre. Some of my role includes being responsible for processing medical forms that we receive from patients or Insurance companies, ordering some of our supplies and arranging for any maintenance to be carried out within the practice. I am also responsible for the credit control and writing the cheques!

Acupuncture

Acupuncture is a technique where very fine needles are inserted into specific points in the body usually to alleviate pain. This technique has been used by the Chinese for centuries, and according to the Chinese, acupuncture points are situated on meridians along which qi, the vital energy flows. Modern Western acupuncture incorporates these ideas and the traditional points with western scientific thoughts.

Many Health Practitioners now perform acupuncture. There are several Chinese Acupuncturists in Aberdeen whose training is in traditional, Chinese acupuncture. They are highly trained and extremely experienced. In recent years, more and more Physiotherapists, Osteopaths and General Practitioners practice acupuncture. I did a short course in acupuncture late last year and have treated a number of patients. At the moment my inexperience and time restraints mean that I need to select suitable patients carefully. I treat painful musculo-skeletal conditions including neck and back pain, joint pains and headaches. More acute, recent onset pain will tend to respond better, especially to the more limited number of sessions I can offer, than chronic pain which has been present for many years.

If you wish to have acupuncture either make a long appointment with myself, or a normal appointment to come and discuss with me whether it would be appropriate.

There will be no charge for this treatment with myself. Needles are not provided on the NHS so we do have to buy these ourselves in the Practice. If anyone felt inclined, a nominal donation would not be turned down!

More information about acupuncture can be found at www.patient.co.uk.



Medication Reviews

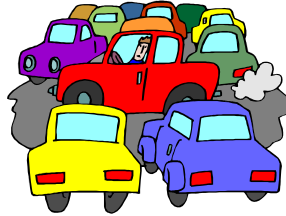
Anyone on long term medication should have this medication reviewed regularly, usually annually. We at Carden Medical Centre are keen to ensure best medical practice occurs. Most patients have this review done when they are in to visit the GP or when visited at home. Sometimes the review can be done by hospital doctors. We are keen that no-one slips through the net so it may be that if you haven't been seen by the GP for some time you may be invited in to have your medication reviewed. We will check whether you still require the medication, if you have any side effects or whether any of the drugs interact with each other.

Many thanks for your co-operation.

Dr E Connon
General Practitioner

Car Park

Some of you may find it difficult to get parked in the car park. The volume of cars in the car park varies from day to day depending on how many doctors are working and what other services are being provided. We do get some people who are not using the services of Carden Medical Centre who park their cars in the car park and we monitor this as closely as we can. If you cannot get parked in the car park, there is on street pay parking in the surrounding streets.



Pandemic Flu

In the light of the decision by the WHO to raise the Pandemic Alert level to 6, all health services are now gearing themselves up for a significant increase in workload caused by flu-like illness in the population. At Carden Medical Centre we are also making arrangements to cope with this situation which will be made worse by increased staff absence due to sickness. This is called our Flu Plan. The plan details which activities we will be able to continue and which ones will have to cease. You may find it more difficult to book routine appointments and it is likely that some of the clinics will cease. Please be patient as all services will be under severe pressure. In some instances you may have to deal with different staff, nurses or doctors but you will always be kept fully informed of whatever changes have to occur.

It is vitally important that patients know what to do should they experience symptoms. National information has already been circulated to all households and a local campaign about "Know who to ask" is now underway.

Patients are advised that if you develop symptoms, you should contact NHS24 for advice. There may also be a national Flu-line number but that is still awaited. It is most important that you do NOT attend the surgery and in the coming months it is likely that you will be asked by reception staff why you wish to make an appointment at the surgery when you telephone.

Personal hygiene and cleanliness are important elements in preventing spread of the virus.

If you sneeze, you should catch it in a clean paper handkerchief which you should then dispose of safely. Most importantly, you should now wash your hands. You should wash your hands at any available opportunity. Hand gels are also useful at keeping the virus at bay.

Dr M Stuart Watson

General Practitioner/Clinical Lead, Aberdeen City Community Health Partnership

Please visit the practice website at www.cardenmedical.com for more information about the practice and related websites.

If you have any comments or suggestions please let us know by contacting reception.