

# Skerryvore News

Issue 2

January 2000

## BREAST SCREENING

We would like to take this opportunity to encourage all our female patients aged over 50 to attend for breast screening while the mobile screening unit is visiting Orkney this spring.

Women aged 50 - 64 will be sent an appointment by post. If the appointment you receive doesn't suit, an alternative time can be arranged by phoning the number below. Women aged 65 and over will not automatically be sent an appointment, but appointments can easily be arranged by phoning **01224 840 570**

The breast screening unit will be situated in the St Ninian Ward car park at the Balfour Hospital from 14<sup>th</sup> March to 1<sup>st</sup> June 2000. If you have any questions about breast screening, please feel free to contact the Practice.

## PHONE NUMBERS

Please remember that you can dial directly into the Practice (without having to go through Balfour Switchboard) by dialling:

**885 440**

## CHILDREN TO BE IMMUNISED AGAINST MENINGITIS C

Meningitis C causes about half of all cases of Meningitis in Scotland. It is a rare but serious infection which can cause brain damage and even death. There is now a safe and effective vaccine against this disease. Children are at most risk from meningitis and all children aged 14 and under are to be offered the vaccination either at the Health Centre or through schools.

There is no need to contact the practice to request the vaccine, we will be getting in touch with parents when their children's vaccines are due.

## SKERRYVORE PRACTICE ON THE INTERNET

At present we are developing a web page on the Internet, with information regarding the Practice, Patient Information Leaflets and Interactive Health Advice. We would welcome your comments on this through our Bulletin Board. Our address is :

[www.skerryvorepractice.co.uk](http://www.skerryvorepractice.co.uk)



## MEXICO CHALLENGE

The long-awaited Mexico Challenge lived up to expectations. It was a hot and hilly cycle on earthquake damaged roads, with an extraordinary group of cyclists, all raising money for MacMillan Cancer Relief.

It was a remarkable experience. The conditions in Mexico vary from very prosperous (a small minority) to great poverty (the vast majority). Our route through the mountains of Southern Mexico brought us into close contact with a lot of poor rural Mexicans, who were understandably curious about this group of Gringos cycling up hills in baking mid-day heat.

The money raised (over £11,500 so far) will be used in Orkney for patients with cancer and for their families. Anyone who would like to undertake a similar challenge for MacMillan has the chance to cycle in Mongolia or backpack in the Canadian Rockies. These challenges would be within the ability of anyone who is reasonably fit and prepared to develop their fitness. If anyone is tempted, I can tell you more, and I have the details!

## REPEAT PRESCRIPTIONS

If you are on regular medication and have seen the doctor within the last 6 months, you may be able to obtain a repeat prescription without seeing the Doctor. You can request your prescription by either telephoning the Practice on weekdays or calling along the Health Centre.

The following points will explain how the system works:

- The Patient requests the prescription (Please give the name of the medication as it appears on the label)
- The Office Staff write out the prescription
- The Doctor signs all the prescriptions once daily
- The local chemists, Boots & WHB Sutherland, collect the signed prescriptions from the Health Centre
- The chemists dispense the prescriptions
- The Patient collects their prescription from the chemist

As you can appreciate this can be a lengthy process from the request until the chemist has dispensed the prescription and therefore we require at least 24 hours notice to ensure that your prescription will be ready for you.

## WELL DONE

Well done to members of staff who have recently completed qualifications as follows:

Paula Craigie (Practice Manager)

Certificate in Management

Maureen Firth & Deborah Stove (Reception)

SVQ Level 3 Business Administration

Wendy Gardens (Reception)

SVQ Level 2 Business Administration

Cindy King (Practice Nurse)

Marie Curie Breast & Cervix Cancer Prevention Course

## THE ROLE OF.....

Each issue we hope to feature the role of members of the practice team, We will start with the Receptionists, who are usually your first point of contact (also they typed this newsletter so got in first!).

## .....THE RECEPTIONIST

The role of the Receptionist is a varied and demanding one. We are the first point of contact for patients so it is important that we make them feel welcome.

Although a large part of our duties revolve around answering the telephone, we are also involved in many other duties, including typing, repeat prescriptions, filing, hospital travel arrangements, arranging clinics, etc, etc, etc...

It is important to have a good working relationship both with each other, and the Doctors. One of our roles is to liaise with the Doctors on our patient's behalf. Therefore it may be necessary to ask questions regarding patient's health and although they may seem to be of a personal nature it helps the Doctor to assess how visits, queries etc should be dealt with. Reception staff are all bound by the same rules of confidentiality as the doctors and nurses.

Although this is a busy office and we can be dealing with more than one matter at the same time, we will always take the time to deal with your questions and hope that the image of the "dragon" Doctor's Receptionist does not apply in our Practice!!



Typical Day at Skerryvore Practice Reception!!

