

Autumn 2016



Dundonald Medical Centre

Practice News

Seasonal Influenza Vaccination

Flu vaccinations are now available in this practice. They are recommended for the following groups.



All pregnant women at any stage of pregnancy

All people aged 65 or over

All children aged 2 or 3

Health and Social Care Workers

Long stay patients in Nursing Homes

All patients with:

- **Chronic lung disease**
- **Chronic heart disease**
- **Chronic kidney disease**
- **Chronic liver disease**
- **Neurological disease**
- **Diabetes**
- **Immunosuppression**

Carers

New GP

In September 2016 Dr Jill Henderson joined the practice.

Dr Henderson qualified in Dundee and completed her GP training in Belfast where she worked as a locum before taking up the partnership.

Dr Henderson is married with one son aged 2.



Sr Christine Watson retired from Dundonald Medical Centre on 1st September 2016 after 26 years working in this practice. We wish her well in her retirement.

Missed appointments

Approximately 120 appointments per month are 'missed' when the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change appointment.

This

- Affects waiting time for appointments
- Causes frustration for patients and staff
- Wastes resources
- Is a risk to those missing reviews

following policy. If a patient fails to attend a pre-booked appointment on more than 2 occasions in 12 months, an Informal warning letter will be sent.

If the patient fails to attend another appointment, the matter will be discussed at a practice meeting as to whether the patient will be removed from the practice list. In this case a formal warning letter will be sent.

Warning letter will be valid for a period of 12 months.

The practice has introduced the



Treatment Room Waiting times

A number of patients have queried the waiting time for the Treatment Room and Clinical Room in the mornings.

This is due to the nature of services provided.

Please be aware there are **2 separate lists** operating most mornings with those waiting for the Treatment Room likely to wait longer than those attending the Clinical Room.

Stoptober

Smoking is the UK's number one cause of avoidable premature death and is linked to a range of serious and often fatal conditions.

Keep trying!!

If you can stop smoking for 28 days you are 5 times more likely to stop for good.

If you have previously tried to quit and failed you are not alone. Most people who successfully give up have tried on a number of previous occasions.

Take the NHS Stoptober Challenge at:
stoptober.smokefree.nhs.uk

