

Summer 2016



Dundonald Medical Centre

Practice News

Patient Survey



The Practice Survey for 2015/2016 was carried out in February using a recognised survey format. We gave out 150 survey forms and received back 137 completed questionnaires, a 91% response rate.

Those surveyed included patient attending the doctor or nurse, those booking appointments or collecting/ordering prescriptions and those attending for other reasons.

In general the survey was favourable towards the practice with 89% very satisfied or fairly satisfied by the care received from the practice in the last 12 months, 8% were not very satisfied or not at all satisfied and 3% thought it did not apply to them.

83% indicated they would definitely or probably recommend the Practice to someone who had just moved into the local area.

NHS Zero Tolerance Policy

Dundonald Medical Centre fully supports the NHS Zero Tolerance Policy. The aim of this policy is to tackle the increasing problem of violence against staff working in the NHS.

Violence is defined as “any incident where staff are abused, threatened or assaulted”. This includes **threatening or abusive language, written abusive comments and physical abuse.**

We have seen an increase in the level of abuse faced by our staff over recent times. We have a duty to provide a safe environment for patients and staff.

Any incidents will be dealt with extremely seriously and may result in immediate removal from the surgery list or even prosecution.

We have seen an increase in

Please feel free to make a donation at our Charity Book Stall in reception.



Hayfever



Hay fever is caused by an allergy to grass or hay pollens. Symptoms are due to the immune system reacting to the pollen. Cells on the lining of the nose and eyes release chemicals when they come in contact with pollen causing inflammation in the nose and eyes.

Common symptoms include a runny and itchy nose, blocked nose, sneezing, itchy and watery eyes and an itchy throat.

Asthma symptoms may get worse if you have asthma.

The following may help when the pollen count is high.

- Stay indoors if possible
- Keep windows/ doors shut
- Avoid cutting grass
- Avoid camping
- Wear wrap-round sunglasses
- Keep car windows shut
- Consider a pollen filter for car

Ordering and collecting prescriptions

You can order your prescription

Online - ask at reception

In writing - post box in entrance hall and at back door

By fax - 028 90413405

Only you, a family member or carer can order your prescription for you. Requests from

pharmacies on your behalf will **not** be issued.

Collecting your prescription

Can collect in person

Can nominate a pharmacy to collect (must complete a form for this option).

Sunscreen



Too much sunlight is harmful and can damage your skin.

All people are at risk if exposed to too much sun. People most at risk are those with fair skin, freckles, red or ginger hair. It is not just people who sunbathe who are at risk. Outdoor workers and people simply being outdoors who do not protect their skin are also at risk.

In order to protect your skin you should stay indoors when the sun is strong between 11am and 3pm, cover up the body as much as possible when you are out in

the sunshine and use sunscreen liberally.

You should apply sunscreen with a Sun Protection Factor of at least 15. Sunscreens less than factor 15 do not give much protection. Be sure to cover areas which are sometimes missed such as the lips, ears, around eyes, neck, scalp if hair is thinning, hands and feet.

Sunscreens can go off and not work after a time, **DO NOT USE** out of date sun creams.