

SWINE FLU

If you are experiencing two or more of these symptoms: runny nose, aches and pains, fever, sore throat or a headache you may have swine flu. Do not come to the surgery or go to the A&E department (unless advised to do so or are seriously ill).

To help protect yourself and others against the virus it is important to follow the rules of good hygiene:

1. Always carry tissues
2. Use clean tissues to cover your mouth and nose when you cough and sneeze
3. Bin the tissues after one use
4. Wash your hands with soap and hot water or use sanitised gel

Remember

Catch it, Bin it, Kill it.



For information call 0800 1 513 513 or go to www.nhs24.com.

If you think you may have this virus call NHS Direct: 08454 24 24 24.

New Patient Group Formed

The practice has a newly formed patient group. This group will assist and advise the practice on how to improve services and communication to patients and also to have a say in how services are provided in both Alva and Tullibody health centres.

The group meets on a quarterly basis and is looking for new members. If you are interested in joining the group, please ask at reception to speak to Carol Broadfoot or telephone 01259 760331.

Dr John Young Retires

After taking care of patients in Alva Medical Practice for 32 years Dr John Young decided to retire.

He intends to spend his retirement pursuing his hobbies of hill walking, photography and spending time with his family.

Everyone at the practice will miss him and wish him well for a long and happy retirement!



Dr Livingston's Message...

"I first came to Alva as a Registrar in August 2007 and spent a year here completing my training. After a few months locuming around Scotland and also a four month spell in New Zealand, I have joined the Practice on a more permanent basis".

"I did the University part of my training in Edinburgh before moving to Stirling where I worked in the Royal Infirmary for a couple of years before moving into General Practice".

"When not at work I can sometimes be found at Firhill watching Partick Thistle or at Hampden following Scotland's misfortunes. I also like to try and play golf and tennis when I have the opportunity".

"I look forward to meeting some of you over the coming months".





Braveheart

Braveheart is a health initiative that was set up to help people with heart problems back to full fitness. This service is now expanding to include people who have arthritis, respiratory disease, and people with weight problems. Currently there is a group running in the

Cochrane foundation hall, 5 Croftshaw Rd, Alva. They meet every three weeks on a Monday morning from 10 -12 noon. There's free tea, coffee and snacks. Patients who attend either Alva or Tullibody can come on a self referral basis by calling May Richmond on

07795283804. They cover a range of topics like diet and exercise, medication, stress and relaxation and they hope to start a walking group very shortly.

There are also groups situated in Dollar and Alloa

Do you care for someone?

A carer is someone of any age who, without payment, looks after or provides health and support to a partner, child, relative, friend or neighbour.

Due to their caring responsibilities, carers often suffer from health problems, but do not get them addressed because "they do not have the time to go to the surgery!"

The practice wants to support carers. We work with the Carers Centre based in Alloa who can offer information on services that can help.



The Princess Royal Trust
Carers Centre
Whins Resource Centre
Whins Road
Alloa
Tel: 01259 219288

Bowel Screening

Bowel cancer is the third most common cancer in Scotland after lung and breast cancer. Every year, over 3,000 people are diagnosed with the disease.

The Scottish Bowel Screening Programme will invite all men and women in Scotland between the ages of 50 to 74 for screening every two years. The programme is now being phased in across Scotland and, by the end of 2009, it will be available in all NHS Boards.

Over 50?
Read this!

Appointments

Please contact us by telephone to arrange an appointment. It is not usually advisable to “pop-in”. If you telephone we can advise you best about who to see and when to come.

Our doctors and nurses work with a system of appointments. This helps us allocate a proper time to patients and avoid long waits. It may not be possible to deal with problems in the allotted time and we then run late. We apologise for this but most patients understand.



If a doctor is running very late the reception staff should warn you when you arrive. If you know you will need more than the usual 10 minute appointment (e.g. for an insurance medical) you should let us know when calling. If you have a continuing problem we would encourage you, where possible, to see the same person about it.

Most of our patients use ordinary appointments which can usually be booked up to 4 weeks in advance. If you have a problem which cannot wait, please tell us and we will try to help. Patients can now choose to be seen at either Alva or Tullibody.

As well as offering face to face consultations, we are able to offer telephone appointments for patients whose problem can be dealt with this way.

If you are concerned your problem is a medical emergency please tell the member of staff you speak to. If you call Alva, press “1” when the automated system prompts you. This will let you speak to a receptionist straight away. Dial **999** if it is a serious emergency. If you need help or advice out of surgery hours call **08454 24 24 24**.

Access for Repeat Prescriptions

Many of the local chemists in the area offer an ordering and collection service for repeat prescriptions. Some will also deliver to patients who have difficulty going to the chemist. Contact your local pharmacy for information on this.

Requests for repeat medication can also be made by email. The email address is printed on the re-order form. Remember to include the full name and date of birth of the person requiring the repeat and details of the medication required.

Please hand your prescription’s re-order form into the practice. Providing it is received before 5.00pm, the prescription will be ready for collection after 2pm on the next working day. There is a post box in the reception area so you don’t need to wait at the desk. Any requests for medication not on your re-order form will take at least 48 hours to process.



The re-order form can also be posted to the surgery with a stamped, addressed envelope for its return. Obviously, this will take a little longer to process due to it having to go via the post.

Bon voyage Siobhan!

Senior Practice Nurse, Siobhan McGuire, is leaving the Practice at the end of August. Siobhan has now decided to emigrate to Canada to expand her work experience.

It has been a pleasure to work with her over the past seven years, she has always approached her work with great professionalism but also with good humour.

We all wish Siobhan all the very best and we will miss her!

Message from Siobhan

"I've really enjoyed my time at Alva and Tullibody and will miss everyone – staff and patients. Thanks for all your good wishes."



What do you think?

Some patients have commented on the music in the waiting room.

We put the radio on to offer privacy for people talking at the front desk.

Tell us:

- a) If you like it*
- b) If it needs to be changed*
- c) Other suggestions*

Sue Swift

Another member of staff who has recently moved to pastures new is Sue Swift. For over ten years she has been one of the health visiting team.

Sue worked mainly with families covering child development, protection and nutrition. She also undertook counselling work within the practice.

Sue was well respected and we wish her well in her new post.

New Members of Staff

Administration

Recently you may have noticed a few new faces behind the front desk.

These new members of the reception team are adjusting to the many tasks that they have to do. We're sure all of our patients will give them the time and support they need while they are learning. Thank you!

Doctors

Dr Matharu and Dr Choudhury, our previous Registrars have now completed their time here. We wish them the best of luck in the future.

We now welcome new additions to the practice, Dr Rashid Masood and Dr Uzma Saboor as our new Specialist Registrars. Dr Masood is here for a year and Dr Saboor is here for six months.

