



## Let's Get Ready For Winter

Have you had a flu jab yet? If you are over 65, pregnant have a chronic disease, diabetes or are a carer you are entitled to this free service. Don't put yourself at risk from flu!

Also make sure you order your medication in time for Christmas and in case of bad weather

## Big changes at the Practice - sad goodbye!

Our Senior Partner Dr Roderick Hurry has decided to retire from the practice after 30 years to spend more time enjoying his two great loves the Scotland football team and golf (playing at as many of Scotland's courses as he can)

Everyone at the practice will miss him and we all wish him well for a long and happy retirement.

## Welcome Our New GP

Dr Karen MacKenzie has joined the practice as our new GP Partner.

She has been working with us since she covered for Dr Russell when she was on her Amazon trip last year so many of you will have already met her.

Dr MacKenzie graduated from Aberdeen University in 2006 and initially worked as a junior doctor in Aberdeen and Inverness before moving to Forth Valley to begin General Practice training in 2008. She then worked in hospital posts in Stirling and Falkirk and completed her GP training at Doune. Since then she has worked as a locum in various local practices and is delighted to have now joined the team at Alva and Tullibody. In her spare time she enjoys listening to music and keeps active with a bit of running and Pilates and in the warmer weather getting outdoors and hill walking



## Text Message Reminders for Appointments

We have started using a text messaging service to remind patients of their appointments (approximately 24 hours before). If we have your mobile number you will automatically be included in this service. If you have a mobile but have not informed us but would like to be included in this service please ask at reception for an updated telephone number form and we will add this to your records.



To cancel an appointment reply to the text message typing "cancel" and your appointment will be cancelled.

## Transport to hospital for appointments



Certain patients are entitled to transport to hospital appointments. You may be entitled if you:

- Have a medical condition that would prevent you traveling to hospital by any other means
- Require assistance from skilled ambulance staff
- Have a medical condition that might put you at risk from harm if you were to travel independently
- Have mobility difficulties that require the assistance of ambulance care staff
- Are attending for treatment that might have side effects and require ambulance care on the journey

To request transport contact 0300 123 1236 or for more information go to [www.scottishambulance.com](http://www.scottishambulance.com)

## Alva Medical Practice Patients Group

The Patients Group, which has been in place for over four years, meets on a quarterly basis. Currently there are nine patients on the Group and three representatives of the Practice.

The Group meetings provide opportunity to discuss a wide range of topics relevant to the services provided, to have discussion on proposed changes and developments to services and enable better communication with our practice population by way of the practice leaflet, newsletter and website. Equally, there are opportunities to discuss any concerns, needs and interests brought to them and there is an openness to ensure that the best interests of patients are served at all times.

During the past year the Group and Practice Manager had a number of discussions with NHS Forth Valley regarding the need to have improved access to Tullibody Health Centre and were successful in persuading them to install a sensor-controlled access door at the main entrance and to improve the disabled ramp facility; Clackmannanshire Council provided suitably identified disabled parking space and lowered kerbing at the adjacent road. Agreement has been reached with NHS Forth Valley to improve treatment facilities and provide a disabled toilet and baby-changing amenity.

Following complaints made by patients about the condition of the pavement and public road leading to the Alva Medical Practice the Group and Practice Manager highlighted the situation to Clackmannanshire Council and a satisfactory outcome was achieved. The Practice is to be commended for organising the resurfacing of the car-park.

Patients expressed satisfaction with the organisation of the annual Flu Clinic on 15th October.

The Group would welcome more members and particularly invite representation from younger patients; anyone interested should contact the Practice Manager in the first instance.

**Bob McQueen**  
**Chair**  
**Patients Group of Alva Medical Practice**