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# The Kessington Times

**Summer Issue**

**June 2017**

## 1. Closures

We will be closed on Monday 17 July and Monday 25 September for public holidays. If you need urgent medical advice during these times please dial 111 which will take you through to the Out of Hours Service.

**2. Charity Money** Thank you for purchasing books in the waiting room. Since the start of 2017 we have raised more than £200 for the following charities: Shelter Scotland, Alzheimer Scotland and Beautiful Inside and Out.



## Useful Telephone Numbers

Repeat Prescriptions 532 8008

District Nurses 232 4815 *based at Milngavie Clinic*

Health Visitors 232 4861

Ante Natal 232 4005

Out of Hours Service 111

Social Work 355 2200

## 3. Staff News

Dr Katie Roome will be leaving the practice early August and we wish her all the best. Dr Alison Young will join us for 6 months. Nurse Fiona Furneaux is retiring in July after 17 years service with us and we wish her a very happy retirement. Some of you may remember Dr William Thorburn who was a senior partner at the practice. Dr Thorburn sadly passed away on 2nd May and we send our deep condolences to his family.

## 4. Use of Antibiotics

Antibiotics are used to treat or prevent some types of bacterial infections. They are not effective against viral infections such as the common cold or flu. Antibiotics are often unlikely to speed up the healing process and can cause side effects. The more antibiotics are used to treat trivial conditions, the more likely they are to become ineffective for treating some serious conditions. So if the GP does not prescribe antibiotics for you there is a good reason!

## 5. Appointments

Please help us make best use of our appointments. Remember that your local pharmacy / optician / dentist / or podiatrist may be able to help you depending on your medical problem.

Every week an average of 7 patients do not attend scheduled appointments in this practice. This is a huge waste of doctor and nurse time and precious NHS resources. Please let us know in good time if you are unable to attend your appointment so that we can offer the space to another patient. We may consider removing repeat offenders from our list.

Please also be aware that if you are offered an emergency appointment you may experience a wait but we will try to keep this to a minimum. Please also note you may see any of the Practice Doctors.

## 6. New Telephone System

We will soon be installing a new telephone system in a bid to improve our services to you. It will allow calls to be queued. Calls may be recorded for training and monitoring purposes.



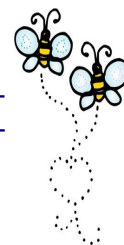
## 7. Useful Contacts

The East Dunbartonshire Community Asset Map is an online map of local assets which can support you to improve your well-being.

[www.eastdunassets.org.uk](http://www.eastdunassets.org.uk)

If you provide regular support to a partner, relative or friend because they cannot manage without your help you may be interested in Carers Link. They can provide local support and information and a listening ear.

[www.carerslink.org.uk](http://www.carerslink.org.uk) Telephone 0800 975 2131



**8. 5 Minutes With....**We thought we would do a regular spotlight on a member of our team to give you a feel for what we do...starting us off is Lorna Attia our new Practice Manager.

### **How long have you been at the Practice and what did you do before?**

I started at the beginning of May, so almost 2 months. The majority of my working life has been spent working overseas as an Area Manager in the travel industry, more recently I have been working in the third sector.

### **What is your main role as Practice Manager?**

My role is to support the staff team and the partners and to ensure the Practice runs smoothly. By managing and overseeing the business side of things, that lets the staff team and partners get on with what they do best, which is delivering world class care to our patients.

### **What have you enjoyed most so far?**

Getting to know the staff team has been really interesting. While each of the staff members have different job roles and responsibilities the level of professionalism and commitment to the patients and the practice is great to see. We are really fortunate to have such an experienced, knowledgeable and supportive team. Everyone has made a real effort to make me feel welcome. I've also managed to chat to a few of the patients over the last 8 weeks and it's great to get their feedback and learn a little more about them and their lives.

### **What are the biggest challenges?**

The way the NHS is delivering patient care is changing rapidly, we have an aging population who are living longer at home often with multiple complex health issues. The future will very much be about harnessing the best that new technologies can offer and ensuring that we are operating as efficiently as possible while keeping patients at the heart of everything we do.