

Fortrose Medical Practice

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"Excellent care for our patients and community through working in a fair and happy environment"

NEWSLETTER

Winter 2019



Snowball

I made myself a snowball
As perfect as could be
I thought I'd keep it as a pet
And let it sleep with me.



I made it some pyjamas
And a pillow for its head
Then last night it ran away
But first – it wet the bed!

- Shel Silverstein

STAFF NEWS

Welcome to...

Shelley Cowie who started with the practice in November 2019. Shelley is part of the admin team and will be covering a variety of duties including telephone and reception desk.

Goodbye to...

Debs Wills will be leaving the practice at Christmas to move to another surgery. Debs has been with the Practice for over 3 years as Assistant Practice Manager, and we wish her all the best in her new role.

Staff Vacancy

We are currently recruiting for an Office Manager at the Practice to oversee the running of the day-to-day operations of the office, including line management of all non-clinical staff. He / she will also be expected to deputise for the Practice Manager during her absence. Closing date for applications 27 November 2019.



Mental Health Support

If you're going through a difficult time or are struggling with how you're feeling, it can be really scary and upsetting. If you're worried about anything you're experiencing then opening up to someone can help. You may just need to talk it through – or you may find there is information and support out there that can help. There are a number of different places you can go for help when you need support.

Mikeysline

Offer a text based support service, as well as a drop in centre based in Academy Street, Inverness at their Hive project. Lines open 6-10pm weekdays. 7pm to 7am weekends.

07779 303 303
mikeysline.co.uk/

Breathing Space

A free, confidential, phone service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety.

0800 838 587
breathingspace.scot/

Young Minds

Offer a 24/7 text support or messenger support via

text YM to 85258
youngminds.org.uk/

Childline

Run a free 24-hour helpline, email service and online and phone counselling service for children and young people in the UK.

0800 11 11
childline.org.uk/

Samaritans

Emotional support for anyone feeling down, experiencing distress or struggling to cope.

116 123
samaritans.org

Hopeline UK

Advisors trained to help you focus on staying safe from suicide. They can provide advice and support that may help you to stay safe.

0800 068 4141
[//papyrus-uk.org/](http://papyrus-uk.org/)

The Mix

Offer a helpline, email, live chat, telephone counselling service and crisis text line for anyone under 25 years old wanting support.

0800 808 4994
themix.org.uk

Mind

Provides information on a range of topics including types of mental health problems and where to get help.

0300 123 3393
mind.org.uk/

C.A.L.M

The helpline is for people in the UK who are down or have hit a wall for any reason, who need to talk or find information and support.

0800 58 58 58
thecalmzone.net

Apps



SURGERY INFORMATION

Closures

The Practice will be closed on the following dates:

- Wednesday 25 December 2019
- Thursday 26 December 2019
- Wednesday 1 January 2020
- Thursday 2 January 2020



If you need medical attention or advice when the surgery is closed, please contact NHS24 on 111. NHS24 is a 24 hour health service which has round the clock advice and support. In an emergency always dial 999.



Prescriptions

If you require a prescription for an extended period to cover the festive period, can you please indicate on the request when you will be away from/to, to allow us to calculate the required amount. As per existing guidelines, please allow 48 hours for your prescription to be processed.

Boots in Fortrose and Conon Bridge Pharmacy will be closed 25 & 26 December 2019 as well as 30 & 31 December 2019. However the following Pharmacies will be open:

- 25 December 2019: Superdrug Inverness from 1300-1500
- 26 December 2019: Boots Eastgate & Retail Park from 0830-1800 / 0700-1800
- 30 December 2019: Boots Retail Park from 1330-1530
- 31 December 2019: Boots Eastgate & Retail Park 0845-1800. Superdrug 1000-1600

Diabetic Clinic

We are fortunate to offer our patients appointments with the Community Diabetes Nurse, Tracey Roe. Tracey will be at Fortrose every Friday for a clinic, and will arrange appointments for patients that have been referred.

Birthday Month Review

As part of improving our recall system, patients with long-term medical conditions are asked to make an appointment in their birthday month for a review. This will allow us to review all conditions such as asthma, COPD, diabetes, hypertension, heart disease, stroke/TIA, hypothyroidism and mental health. We will be texting and writing to patients within their birthday month to invite them for their review appointment(s).



Flu Vaccinations

We still have some flu vaccinations at the surgery. If you are entitled and haven't had your vaccination please make an appointment.

With our best wishes for a safe and peaceful festive season and a happy and healthy New Year!

The Practice Team