



NEWSLETTER

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YEAR OF CARE

This year our practice has signed up for an exciting new initiative named the House of Care.

The principles are to provide a more patient centred approach to chronic disease management for conditions such as diabetes, heart disease, chronic bronchitis and rheumatoid arthritis.

This initiative has been applied with great effect in many other parts of the country and after commencing the scheme we will be very interested in your thoughts and opinions.

PRACTICE NURSES

Most of our patients will have at some time used the services of our excellent Practice Nurses – Marlene Simpson and Linda Mason.

You will also be aware of their very high level of skills in a number of areas from:

- Women's Health
- Cervical Screening

Spring Newsletter 2015

This is our Fourth Newsletter which can also be accessed from our website www.crookston-medical-centre.co.uk.

As well as updating you on our proposed surgery upgrade, we have a feature on our Practice Nurses and have articles on Public Health Initiatives, Public Health Screening, Social Work Services and Useful Contact Numbers, which we hope will be informative.

REFURBISHMENT OF CROOKSTON MEDICAL CENTRE

We will be conducting some refurbishments of the Medical Centre in the summer of 2015. Our proposals include modifying the reception desk for easier access for our disabled patients. We will also be making some essential changes to the heating, lighting, plumbing and flooring in the surgery with restorative painting and decorating to follow.

Although we will try to ensure that the phasing of the work is as unobtrusive as possible we still expect some difficulties and disruption to our normal service delivery. The required upgrade is likely to have an impact on our computer and telephone systems and our excellent staff will be under a little more pressure as a result.

We would very much appreciate your forbearance, patience and understanding while the work is completed. We plan to commence work in June 2015, which will hopefully be completed by August 2015.

- Contraceptive Care
- Vaccinations
- Travel Clinics,
- Specialist Care (such as diabetes)
- Chronic disease management
- New patient screening
- Dressings
- Wound care
- Post-operative care
- Running all call & recall for our quality care measures and an invaluable source of information for our doctors training in General Practice.

They work closely with all elements of our team including District Nurses, Health Visitors, GPs and Podiatrists.



Image courtesy of stockimages @ FreeDigitalPhotos.net

We would be lost without their expertise and calm authority and our staff and patients are indebted to their care, compassion, knowledge and talent.

NHS Scotland has been targeting specific areas in an attempt to improve the health of the nation. HEAT targets and standards are performance driven initiatives that contribute towards delivery of the Scottish Government's Purpose and National Outcomes.

The HEAT targets are grouped into 4 priorities:

H **Health Improvement for the people of Scotland** - improving life expectancy and healthy life expectancy;

E **fficiency and Governance Improvements** - continually improve the efficiency and effectiveness of the NHS;

A **ccess to Services** - recognising patients' need for quicker and easier use of NHS services; and

T **reatment Appropriate to Individuals** - ensure patients receive high quality services that meet their needs.

NHS Boards have also agreed a range of local commitments through their Community Planning Partnerships (CPPs) to support delivery of their Single Outcome Agreements called SOAs.

Examples include:

- **Suicide Reduction**
- **Smoking Cessation**
- **Reduction in A&E Attendances**
- **Early Detection of Cancer**
- **Ante-natal Care Access.**

Further details are available on the Scottish Government website at www.scotland.gov.uk

Individual GP Practices are aware of these priorities which are always focal points for Primary Care.

HEALTH INFORMATION SERVICE

The Scottish Government are keen to improve access to services, streamline them and save duplication of effort.

To do this we need to raise awareness of the services available and enhance access at the point of need.

A crucial element therefore is dovetailing health information services with primary health and social care facilities.

Our local NHS 24 Health Information Officer
Contact Number – 0777 503 0348

As always in an effort to enhance communication with our patients we would urge you to provide contact details – a mobile phone number and e-mail address which will allow us to send you our newsletters and text updates.

HEALTH PROTECTION SCOTLAND

This public health body has been tasked with improving the awareness and treatment of public health concerns – such as infectious diseases nationally and internationally and environmental hazards and toxins – such as Ebola virus, Dengue Fever and Wild Polio Virus infections

EMERGENCY OUT OF HOURS

NHS 24 – Contact 111

At Crookston Medical Centre we want to ensure the highest possible level of care for our patients and we participate in all local public health initiatives from Scottish Public Health – in this issue we discuss the current bowel screening proposals.

Scottish Bowel Screening Program for Men and Women

aged 50-74. Bowel cancer is the third most common cancer in Scotland after lung and breast cancer. Every year in Scotland over 3,000 people are diagnosed with the disease, which can affect any part of the large bowel (colon and rectum).

Bowel cancer is more common in people over 50 years of age, especially in men. One in 18 of us over 50 years of age will get bowel cancer at some point in our lives. Screening aims to find bowel cancer at an early stage in people with no symptoms.

The screening test looks for hidden blood in the bowel motion, as this may suggest a higher chance of bowel cancer.

If bowel cancer is detected early enough through screening, there is a 90% chance of treating the disease successfully. A bowel screening programme can reduce deaths from bowel cancer by 15%. In Scotland this will mean the screening programme could prevent at least 150 deaths from bowel cancer each year. We therefore strongly recommend that you avail yourself of this opportunity when offered.

NHS Greater Glasgow and Clyde are providing a bowel screening programme for men and women aged between

50 and 74. Those eligible to participate will be sent a test kit by post to their home address. The kit comes complete with all the necessary instructions and is designed for use at home; once the test is completed it is returned free-of-charge in the envelope provided to the Bowel Screening Centre.

The test results will be sent directly to the individual within one week, if the result comes back showing that blood has been found in the samples the individual will be contacted by a health professional and the next stage of testing fully explained.

Most people will have a negative result which means that no blood was found in the samples tested and they will be retested in 2 years time. However; no screening test is 100% reliable and problems can arise between tests. Individuals are encouraged to be on the look-out for possible changes in bowel habit and to consult with their GP if they have any concerns.

Going to the toilet: What to look out for:

- Repeated bleeding from your bottom or blood in your motions
- A recent change in bowel habit that goes on day in day out for over 6 weeks without going back to normal.
- Looser motions or alternating with constipation
- Pains in the tummy that are severe, continual and have started recently, especially after eating.
- Recent weight loss without trying
- You have been told that you are anaemic or look pale and feel tired much of the time

Other Public Health Screening Initiatives

Detailed information is available on the various public health initiatives on the NHS Health Scotland website at **www.healthscotland.com** including – Abdominal Aortic Aneurysm Screening, Breast Screening, Colorectal Screening and Cervical Screening.

Social Work Services

A key element in Scottish health and social care is building a better, more productive and integrated partnership between these two core tiers of public services namely General Practice and Social Work.

Traditionally health and social care have developed along separate lines and largely remained disunited. There has been a different structure and ethical underpinning for these two critical services.

The Scottish Government is determined to forge better working partnerships and the current model of Community Health and Care Partnerships has made some promising inroads in linking the services.

There are many aspects to social care including care of the elderly, learning disabilities, child protection, vulnerable adults, alcohol and drug problems, financial and welfare difficulties and general adult care.

Some useful contacts and telephone numbers are appended below:

- Social Work - Care Direct 0141 287 0555
- Social Work Emergency Standby Number 0800 811505
- Social Work Elderly Care 0141 232 7100
- Local Social Work Office for home support services.
130 Langton Road, Glasgow G53
Telephone Number 0141 276 8725
- Local Learning Disability SW Dep
The Wedge, Unit 2, 1066 Barrhead Road, Glasgow G53 5AB
Telephone Number 0141 276 9760
- Child Welfare and Protection Services
SW Child Protection, Telephone 0141 287 0556 & RHSC Child Protection Unit, Telephone 0141 201 9225
- Asylum Health Bridging Teams (AHBT) – the aim of AHBT was to carry out health assessments on all newly arrived asylum seekers and to support GP registration and dispersal accommodation around the city.
AHBT can be contacted on 0141 558 8720