



## INSIDE THIS ISSUE

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### Flu Vaccinations

The injected flu vaccine is offered free of charge on the NHS to people who are at risk, providing protection against catching flu and developing serious complications.

You can receive a free flu jab if you:

- are 65 years of age or over
- are pregnant
- have certain medical conditions
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

### 65's and over

You are eligible for the flu vaccine this year (2017-18) if you are aged 65 and over on 31 March 2018 (so born on or before 31 March 1953).

If you are pregnant, you will benefit from the flu vaccine because:

- it reduces your chance of getting serious complications of flu, such as pneumonia, particularly in the later stages of pregnancy
- it reduces your risk of having a miscarriage, or your baby being born prematurely or with a low birth weight because of the flu
- it will help protect your baby as they will continue to have some immunity to flu for the first few months of their life

It is safe to have the flu vaccine at any stage of pregnancy from conception onwards. Talk to your GP, midwife or pharmacist if you want more information.

### People with medical conditions

The injected flu vaccine is offered free of charge on the NHS to anyone with a serious long-term health condition, including:

- chronic (long-term) respiratory diseases, such as asthma (which requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past), chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- chronic heart disease, such as heart failure
- chronic kidney disease
- chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease, motorneurone disease or multiple sclerosis (MS)
- diabetes
- problems with your spleen – for example, sickle cell disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS, or medication such as steroid tablets or chemotherapy
- being seriously overweight (BMI of 40 or above)

This list of conditions is not definitive. It is always an issue of clinical judgment.

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**GP  
News  
Flu Clinics**

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### Getting your Flu Jab

We make sure that we provide lots of opportunities for you to get your flu jab at Carden –

- |                           |   |
|---------------------------|---|
| Weekend Flu Clinic -      | this is being held during the morning of <b>Saturday 7<sup>th</sup> October 2017</b>  |
| Weekday Flu Clinics -     | various days and times throughout each week starting <b>Monday 2<sup>nd</sup> October 2017</b>  |
| Coming to see us anyway - | if you qualify for the flu vaccination, we can arrange for you to have it at the same time as any other appointment – please let us know when you book your appointment and we can add this on. |

You can book your appointment by calling the surgery on 0345 337 6330, all our flu vaccination appointments are also available to view and book using our on-line service.

### Appointment reminders

We now send out text reminders for all appointments (including flu vaccinations) the day before your appointment. Please check that we have your up to date mobile number to benefit from this service.

**Change to the way we allocate our appointments.**

We regularly review how our appointments are set up to make sure that, when you need us, you can access the right person at the right time. This is especially important for those who have an urgent medical need.

**What we do at the moment**

Our appointments fall into different categories –

***Routine appointments/3 day appointments*** – these are booked, in advance, for an issue which does not need urgent review. You can book these appointments on-line, or by calling us.

***On the day appointments*** – these are opened up at 8:30am each morning and should be used for urgent medical issues that cannot wait for a routine appointment. You can book these appointments on-line, or by calling us.

***GP only appointments*** – used when the medical issue cannot wait for a routine appointment and there are no “on the day” appointments available. A doctor will call you to discuss the issue and, if this needs a quick appointment, will arrange for you to be seen that day. These appointments are only booked after discussion with a doctor.

Although this does provide options for everyone to be dealt with as clinically appropriate – we realise that, if the waiting time for the routine appointment is too long, you may choose call at 8:30am each day looking to secure an on the day appointment. This can lead to a shortage of appointments for those who most urgently need to see us – and frustration for those wishing a routine appointment if you have to take time to call over a number of days to secure an earlier appointment.

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## **GP Appointment Allocation**

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**What we are going to trial and why – starting during November 2017 for a 3 month period**

***Routine appointments/3 day appointments*** – these will now make up the vast majority of our patient appointments. You can continue to book these appointments on line, or by calling us.

***On the day/GP only appointments*** – these appointments will be used only for those with an urgent medical need. Those of you requesting an appointment that day will be called by a GP who will talk through your medical issue and allocate an on the day appointment if that is needed. It is still helpful if you call to request this type of appointment early in the day, as this lets the GP prioritise the calls and make sure that those of you with the most urgent need are called back first. These appointments are only booked after discussion with a doctor.

Why do we want to trial this? We feel that this change will allow routine appointments to be available more quickly (there will be more of them) and will make us more efficient at being able to identify and see those who do need us that day. It will not matter where you are in a phone queue – if you need to be seen that day, you will be.

**Feedback**

During the trial, we would be keen to get feedback to let us know how this is working for you – and we welcome any suggestions for improvement.

## ANTIBIOTICS

Antibiotic use is in the news a lot these days and quite rightly so. In order to ensure that our antibiotics continue to be effective in treating bacterial infections, we as medical staff are increasingly careful about how we use them and when.

At Carden we have lower than average rates for prescribing antibiotics, which is something we are proud of and we continue to try and improve on this each year. That said, this would never would stop us from treating a suspected bacterial infection promptly with an appropriate antibiotic.



Sometimes your GP or nurse practitioner may give you a 'Without Antibiotics' note in place of a prescription which explains why you have not been given antibiotics, how to self-manage your condition, and also advice on when you should make contact with your GP if things do not improve as planned.

If you have any concerns about the treatment you have been given then please discuss these concerns with your GP who will be able to answer your questions.

**The following detailed advice is available on the NHS Choices website:**

Antibiotics are important medicines for treating bacterial infections in both humans and animals. However, bacteria can adapt and find ways to survive the effects of an antibiotic. This means antibiotics are losing their effectiveness at an increasing rate. The more we use antibiotics, the greater the chance bacteria will become resistant to them and they can no longer be used to treat infections.

Antibiotic resistance is one of the most significant threats to patients' safety in Europe. It is driven by overusing antibiotics and prescribing them inappropriately.

To slow down the development of antibiotic resistance, it is important to use antibiotics in the right way – to use the right drug, at the right dose, at the right time, for the right duration. Antibiotics should be taken as prescribed, and never saved for later or shared with others.

Antibiotics are used to treat or prevent some types of bacterial infection. They work by killing bacteria or preventing them from reproducing and spreading. But they don't work for everything. When it comes to antibiotics, take your doctor's advice.

Antibiotics don't work for viral infections such as colds and flu, and most coughs and sore throats.

Many mild bacterial infections also get better on their own without using antibiotics.

Taking antibiotics when you don't need them encourages dangerous bacteria that live inside you to become resistant. That means that antibiotics may not work when you next need them most. This puts you and your family at serious risk.

### When antibiotics are used

Antibiotics may be used to treat bacterial infections that:

- are unlikely to clear up without antibiotics
- could infect others unless treated
- could take too long to clear without treatment
- carry a risk of more serious complications

People at a high risk of infection may also be given antibiotics as a precaution, known as antibiotic prophylaxis.

### How do I take antibiotics?

Take antibiotics as directed on the packet or the patient information leaflet that comes with the medication, or as instructed by your GP or pharmacist.

Doses of antibiotics can be provided in several ways:

- Oral antibiotics – tablets, capsules or a liquid that you drink, which can be used to treat most types of mild to moderate infections in the body
- Topical antibiotics – creams, lotions, sprays or drops, which are often used to treat skin infections
- Injections of antibiotics – these can be given as an injection or infusion through a drip directly into the blood or muscle, and are usually reserved for more serious infections

It's essential to finish taking a prescribed course of antibiotics, even if you feel better, unless a healthcare professional tells you otherwise. If you stop taking an antibiotic part way through a course, the bacteria can become resistant to the antibiotic.

### Missing a dose of antibiotics

If you forget to take a dose of your antibiotics, take that dose as soon as you remember and then continue to take your course of antibiotics as normal.

But if it's almost time for the next dose, skip the missed dose and continue your regular dosing schedule. Don't take a double dose to make up for a missed one.

There's an increased risk of side effects if you take two doses closer together than recommended.

### Accidentally taking an extra dose

Accidentally taking one extra dose of your antibiotic is unlikely to cause you any serious harm.

But it will increase your chances of experiencing side effects, such as pain in your stomach, diarrhoea, and feeling or being sick.

If you accidentally take more than one extra dose of your antibiotic, are worried or experiencing severe side effects, speak to your GP or call NHS 111 as soon as possible.

### Side effects of antibiotics

As with any medication, antibiotics can cause side effects. Most antibiotics don't cause problems if they're used properly and serious side effects are rare.

The most common side effects include:

- being sick
- feeling sick
- bloating and indigestion
- diarrhoea

Some people may have an allergic reaction to antibiotics, especially penicillin and a type called cephalosporins. In very rare cases, this can lead to a serious allergic reaction (anaphylaxis), which is a medical emergency.

### Community Nursing

#### Buurtzorg – what's the buzz?

You might have heard on the radio or read in the newspapers recently about a new nursing and care at home model called Buurtzorg which is being tested nationally. Buurtzorg, which translates as "neighbourhood care" is a Dutch model of community nursing that simplifies the health and social care system and puts the patient at the centre of care.

Within Buurtzorg, support workers and nurses work together in small self-organised neighbourhood teams, building relationships with their patients and the support networks around them in order to help patients to regain independence and improve their quality of life.

The model has spread internationally with demonstrable success and the Scottish Government is keen to test the principles of Buurtzorg in Scotland. Aberdeen has been selected as one of the test areas and Cove and Peterculter have been selected as the two neighbourhoods for piloting this new model of community care. Within each of these areas a small team of 6 members of staff (3 nurses and 3 support workers) will work together to meet the needs of their patients. The number of patients included in the pilot will be kept low to match the capacity of the teams.

The name selected for the proposed new teams is Integrated Neighbourhood Care Aberdeen (INCA) and the recruitment process is now underway. It is anticipated that the pilots will be up and running at the end of this year.

The question remains, can this simple, patient-centred and integrated model of care work here in Aberdeen within the complexity of the Aberdeen City Health and Social Care Partnership? We are about to find out!

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**GP  
News**

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**District  
Nurse  
News**

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**Carden Medical Centre along with all other Health Visiting Teams across Aberdeen city will be stopping their baby clinics**

**This is a direct result of the new Universal Health Visiting Pathway in Scotland**

**The Pathway**

The Pathway presents a core home visiting programme to be offered to all families by Health Visitors as a minimum standard. Along with these core home visits, Health Visitors exercising the function of a Named Person on behalf of their Health Board will be required to be available and responsive to parents to promote support and safeguard the wellbeing of children by providing information, advice, support and help to access other services.

The Pathway is based on several underlying principles. These are:

- Promoting, supporting and safeguarding the wellbeing of children
- Person-centeredness
- Building strong relationships from pregnancy
- Offering support during the early weeks and planning future contacts with families
- Focusing on family strengths, while assessing and respectfully responding to their needs.

The programme consists of 11 home visits to all families - 8 within the first year of life and 3 Child Health Reviews between 13 months and 4-5 years.

**The last well baby clinic to be held at Carden will be on Wednesday 27<sup>th</sup> September 10am -12 noon**

If you need any further information please don't hesitate to ask or you can look at: <http://www.gov.scot/Resource/0048/00487884.pdf>

**The Health Visiting Team at Carden:-**

Should you wish to contact the Health Visiting Team outwith the home visiting programme, please note the following contact details:

Nicola Dickie	Health Visitor	Monday – Friday
Marie Mulvany	Health Visitor	Tuesday – Friday
Kate Beckman	Community Nursery Nurse	Tuesday & Wednesday

All members of the Carden team can be contacted on:

01224 846677 from 8.30am – 5pm weekdays.

Please be aware that if you leave a message we may not be able to return your call on the same day.

### **Bowel Screening**

Bowel screening is offered to men and women across Scotland to help find and treat bowel cancer early. If found early enough, there is more than a 90% chance of successful treatment. In Scotland, bowel screening prevents 150 deaths from bowel cancer each year.

#### **Who is at risk?**

Bowel cancer is more common in people over 50 years of age, especially men. Some risk factors are unavoidable, such as age, sex or family history. However, you can reduce your risk of developing bowel cancer by:

- eating a diet that's high in fibre-rich foods (wholemeal bread, cereal or beans) and low in red and processed meat
- staying as lean as possible within the healthy weight range
- aiming for at least 30 minutes of moderate exercise (like brisk walking) each day
- limiting your daily alcohol intake and having 2 alcohol-free days per week
- telling your GP if you've any worries about your bowel habits

#### **Who will be screened?**

In Scotland, only people aged 50 to 74 will be invited for bowel screening. If you are 75 or over, you can still take a bowel screening test every 2 years. However, you will need to request a new test kit each time as the Scottish Bowel Screening Centre won't send you one.

#### **What does it involve?**

Bowel screening involves taking a simple test at home every 2 years. The test looks for hidden blood in your bowel motion (poo), as this could mean a higher chance of bowel cancer.

The aim of the test is to find:

- bowel cancer at an early stage in people with no symptoms
- other changes in the bowel, such as pre-cancerous growths called 'polyps'  
Most polyps can be removed easily, which can prevent cancer from developing.

#### **Your screening invitation**

If you're eligible, the Scottish Bowel Screening Centre will send you a free test kit to your home address. This is the address you used to register with your GP. If you've moved house, you should register with a new GP as soon as possible so that you don't miss your screening invitation.

We would encourage all patients to participate in the bowel screening programme. Should you wish to discuss the screening programme in more detail before taking part, please do not hesitate to contact the practice for further information.



## TICK SEASON

We have been noticing an increase amount of patients attending the practice who have been bitten by ticks. The following guidance explains how to remove ticks at home but you should seek advice at the surgery if you have any concerns about removing it or feel that it has not been completely removed or have concerns about infection.

### How do I remove a tick?

Your main aim is to remove the tick promptly, to remove all parts of the tick's body and to prevent it releasing additional saliva or regurgitating its stomach contents into your bite wound.



**DO** use a proprietary **tick removal tool** available from pharmacies, vets and pet shops and follow the instructions provided. Two common types of removal tools available are illustrated; the hook and the loop are designed to be twisted to facilitate removal. These tools will grip the head of the tick without squashing the body.

Alternative methods: with pointed tweezers grasp the tick as close to the skin as possible; without squeezing the tick's body, pull the tick out without twisting (it is difficult to twist tweezers without separating the tick's head from its body) – there may be considerable resistance. (Illustrations are for general guidance and do not represent any particular species.)



If no tools are available, rather than delay, use a **cotton thread**. Tie a single loop of cotton around the tick's mouthparts, as close to the skin as possible, the pull upwards and outwards without twisting.

**DO** start by cleaning the tweezers/tool with antiseptic. After tick removal, cleanse the bite site and the tool with antiseptic.

**DO** wash your hands thoroughly afterwards.

**DO NOT** squeeze the body of the tick, as this may cause the head and body to separate, leaving the head embedded in your skin.

**DO NOT** use your fingernails to remove a tick. Infection can enter via any breaks in your skin e.g. close to the fingernail.

**DO NOT** crush the tick's body as this may cause it to regurgitate its infected stomach contents into the bite wound.

**DO NOT** try to burn the tick off, apply petroleum jelly, nail polish or any other chemical. Any of these methods can cause discomfort to the tick, resulting in regurgitation, or saliva release.

Further information can be found on the following website:

<http://www.lymediseaseaction.org.uk/about-ticks/tick-removal/>

### Shingles Vaccinations

Shingles, also known as herpes zoster, is an infection of a nerve and the skin around it. It's caused by the varicella-zoster virus, which also causes chickenpox. It is estimated around one in every four people will have at least one episode of shingles during their life.

A vaccine to prevent shingles is available on the NHS to certain age groups in their 70's. The shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year. The shingles vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter.

Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. And shingles is fatal for around 1 in 1,000 over-70s who develop it.

It is fine to have the shingles vaccine if you've already had shingles. The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks.

The 2017-2018 shingles programme will run from 1<sup>st</sup> September 2017 until 31<sup>st</sup> August 2018. The programme is aimed primarily at:

- People aged 70 years (born between 02/09/46 and 01/09/47 - routine)
- People aged 76 years (born between 02/09/40 and 01/09/41 - catch up)

### Nursing News

Age on 1 <sup>st</sup> September 2017	2017-18 programme: Patient's date of birth is:	
69	02/09/1947 or later	Ineligible
70	02/09/1946 to 01/09/1947	New routine cohort
71	02/09/1945 to 01/09/1946	Mop up cohort from previous years – to be offered vaccine
72	02/09/1944 to 01/09/1945	
73	02/09/1943 to 01/09/1944	Mop up cohort from previous years – to be offered vaccine
74	02/09/1942 to 01/09/1943	
75*	02/09/1941 to 01/09/1942	Ineligible
76	02/09/1940 to 01/09/1941	New catch up cohort
77	02/09/1939 to 01/09/1940	Mop up cohort from previous years – to be offered vaccine
78	02/09/1938 to 01/09/1939	
79	02/09/1937 to 01/09/1938	Ineligible
80	02/09/1936 to 01/09/1937	

\* Those born between 2 September 1941 and 1 September 1942 (both dates inclusive) may be eligible in 2018

### Pneumococcal Vaccine

The pneumococcal vaccine programme continues as before. Pneumococcus can cause diseases such as pneumonia, meningitis and blood infections. You should consider having the vaccine if you are 65 years or over, have chronic respiratory, heart, kidney or liver disease, issues with your spleen or are on medication for Diabetes. You should also consider the vaccine if you have a poor immune system or have a cochlear implant. Patients with coeliac disease will be individually assessed.

## OSTEOPATHY

Osteopathy specialises in the management, treatment and prevention of musculoskeletal and other related problems. Osteopaths use a combination of stretching, deep tissue massage and manipulation to improve function and relieve pain. Commonly treated conditions include back and neck pain, postural problems, sporting injuries and restricted mobility. An osteopath will take the time to understand a patient's unique combination of symptoms, medical history and lifestyle. This helps to diagnose the causes of the pain and from that, to formulate a treatment plan that will achieve the best results.

Osteopathy is available as a private service at Carden Medical Centre with our Osteopath Sarah Dolan. Clinics are held every Tuesday morning and all day Thursday.

For more information or to book an appointment please enquire at reception or book online through the practice website.

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***Osteopath  
News***

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## **Cake Fair in aid of Cash for Kids**

The Health Visiting team at Carden held a bake sale on 3<sup>rd</sup> of May in aid of Cash for Kids. A grand total of £164 was raised which will go towards The Northsound Radio's Cash for Kids charity. There is another bake sale scheduled for the end of September.

All the money raised will stay right here in our local area, so **Cash for Kids** can make a real difference to the lives of disabled and disadvantaged **local** children.




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## **Local Charities**

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### **FOOD BANK**

CFINE (Community Food Initiatives North East) recently sent out an appeal for donations to their food bank appeal. CFINE operates a food bank providing emergency food parcels to those in need.

Carden staff responded to the appeal by donating a crate of food and also raised £196 which will be used to purchase items in high demand in the local area.

CFINE aims to provide support by offering money/budgeting and employability advice. Food is generated in a number of ways:

- Public donations
- FareShare network
- Food Drives

CFINE stated that the generosity and compassion shown by companies and the general public has been astonishing and heart-warming.

In addition, CFINE is the lead partner of [Food Poverty Action Aberdeen](#) which brings together 50 organisations throughout the city and aims to tackle poverty and build resilience. Their base can be found at 2 Poynerook Road, Aberdeen and are open as follows:



Mon - 9am to 1pm  
 Tue - 10am to 4pm  
 Wed - 10am to 4pm  
 Thur - 10am to 4pm  
 Fri - 1pm to 4pm

## Service and Feedback

We are continually looking at ways we can improve our service to patients.

**Answering the telephones** – We aim, wherever possible, to answer your call within 3 rings and have all of our admin team answering calls at our busy times. We try to deal with calls as quickly and efficiently as possible - if you want to make an appointment to see a clinician, we do ask for some additional information to make sure that we arrange for you to see the right person at the right time (we have a range of clinicians who can deal with a range of requests).

**Ordering prescriptions** - Our prescription line is a separate number so that all our other lines remain available. You can access the prescription line directly by calling 01224 846696 (or by choosing option 4 when you call the main number). Prescriptions can also be ordered using our on-line service

**Appointment reminders by text** – We now send out appointment reminders by text the day before you are due to come and see us - we know this can be really helpful. This service also lets you cancel the appointment by texting us back. When you phone or come into the surgery, we will ask you to confirm your mobile number to check we have your up to date information on record. If you change your mobile number, just let us know and we can quickly update your records. If you would prefer not to receive any messages to your mobile phone – just let us know.

**Contacting us by e-mail** - We know it can be helpful for patients to have a way of contacting us by e-mail for non-clinical matters - we have added an e-mail address to our website so that you can do this. We do welcome your feedback on our service and ideas on how we can improve – it is also nice to hear about what you think we do well too!

### **Vision On-Line - An update**

The number of patients using our Vision On-Line Service has continued to grow. This service is open 24 hours a day, 7 days a week and you can order repeat prescriptions and book appointments for our GPs and Nurse Practitioner. All our appointments are available on this service. To register, pop into the practice with some identification.

**Attending Appointments**

We hope that these initiatives make it easier for you to get a convenient appointment and be able to attend it. Around 86% of all our booked appointments are attended each month and we are really grateful to our many patients who always come to any appointments they have booked - this really helps us make the best use of our clinicians time and helps us be available when needed. We would be delighted if you work with us to make the numbers attending even higher.

**Public Holiday Closures  
2017**

**25th September  
25<sup>th</sup> & 26<sup>th</sup> December  
1<sup>st</sup> & 2<sup>nd</sup> January 2018**

Please visit the practice website at  
[www.cardenmedical.com](http://www.cardenmedical.com)  
for more information about the practice and  
related websites

We want to be responsive to your questions  
or issues. Please send your e-mail to  
[carden.administrator@nhs.net](mailto:carden.administrator@nhs.net)  
and we will respond to your query

**Please be aware that requests for appointments and  
clinical advice cannot be processed in this way. You  
must contact the practice by telephone or use the  
online service mentioned above.**