



Carden Medical Centre

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Loraine Horsburgh, Assistant Manager, reflects on her time at Carden Medical Centre.

On the 1st of February 1994 I joined Queens Road Medical Group, now known as Carden Medical Centre after the move to Carden Place 11 years ago. I was both excited and terrified at being a receptionist administrator as had not done that type of work before.

At that time GP practices were just starting to move over to a computer system so appointments were made manually in a huge book and paper notes were pulled for each surgery and doctors wrote or had their consultations typed on paper Prescriptions were hand written and all hospital letters and lab results came on paper from the hospital I found the transfer to the electronic system fascinating so became the IT person and Assistant Manager.

Today almost everything is electronic and I have been part of that huge change over the past 25 years. Most of patient information is saved to their electronic record and hospital letters and blood results arrive back at the practice and file electronically to the patient record much more quickly. Appointments are all on the computer and patients can sign up so that they can make appointments and order medication on line we also send out text reminders for appointments so always let us know if you change your mobile number.

It has been a very challenging and rewarding 25 years I absolutely love what I do and the contact with patients.

**GP
News**



Aberdeen Links

Connecting local communities

The Aberdeen Health and Social Care Partnership have recently introduced a practice based service, providing a Link Practitioner at the practice which patients can access via a healthcare professional.

Aberdeen Links

"We support you to connect with your community and live well"

What is a Link Practitioner?

Link Practitioners are based in your GP practice.

Link Practitioners support people with issues they are experiencing, helping people to talk about what really matters to them.

Link Practitioners offer non-clinical support to people, enabling them to set goals and overcome life's challenges.

Link Practitioners know what is happening in the local community, helping people access all the local community has to offer.

How can we help?

Link Practitioners can support people to overcome barriers and find local services on a range of non-clinical topics to meet their needs and interests, including:

- Money and benefit advice, debt management and budgeting
- Local activities and social groups
- Self-help and support groups
- Care services and carers' support groups
- Volunteering opportunities
- Getting into work, training and education

We can try and help with anything, including support to connect within their local community. For more information about the service and to be referred, contact your local GP or healthcare professional.

Shingles Vaccinations

Important Information about Shingles Vaccination

Are you aged between 70-79 and have not previously had a shingles vaccination? You may be eligible to receive a free shingles vaccination as part of the national shingles immunisation programme.

The programme was introduced by the Department of Health in 2013 to help protect the age groups most at risk from shingles and its complications. This year we are asking patients who are aged 70-79 who have not previously received a shingles vaccination to contact the surgery to ask about vaccination. **The shingles vaccination within the current national immunisation programme is contra-indicated in people with certain medical conditions.**

Nursing News

Why is this vaccination being offered? Shingles is uncomfortable, and for some people can be very painful and last a long time. Although most people recover within a few weeks, some go on to develop chronic nerve pain called post-herpetic neuralgia (PHN). This is an ongoing, severe nerve pain which can affect quality of life. The older you are when you get shingles, the more likely you are to develop PHN. Vaccination may reduce the chances of you developing shingles and even if you do develop shingles then the disease may affect you less severely.

If you would like to find out more, or to book an appointment, please telephone our reception team on the practice number 0345 337 6330. You can also pick up a leaflet in the surgery. Further information can also be obtained at www.shinglesaware.co.uk/slt

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.

Diane Thomson – new member of the nursing team

We are pleased to announce that Diane Thomson has recently joined the nursing team at Carden.

Nursing News

“Hi, my name is Margaret Diane Thomson (known as Di). I joined Carden in September 2018. I have been a nurse all my life with 35 years nursing experience. I have worked at various places including GP Practices, Nursing Homes, Casualty and HM Prison at Peterhead. I have been married to William for 29 years and have 2 daughters and I have a 20 month old grandson (my blue eyed boy Campbell).

If I am not working you will find me at the gym, jogging or out with my 2 dogs, a white german shepherd and a Jackadoodle.

I am a very sociable person and keep busy at work and in my spare time. I believe there is nothing better in life than to enjoy it to the full. I look forward to continuing to meet and work with the staff and patients at Carden Medical Centre and feel part of the team already.

Sarah Palmer joins District Nurse Team

We are delighted that Sarah Palmer joined the District Nurse Team in 2018.

“I am delighted to have started my first district nurse post at Carden. I have a background in community nursing and started my first post in Bridge of Don Direct Delivery Team (DDT). I then started my trainee district nursing post at Torry DDT. I have also worked in Oldmachar, Elmbank and Cove as a practice attached community nurse. I'm looking forward to working at Carden and getting to meet all the Carden patients and staff.”

District Nurse News

Kirsten Hawke – Community Nurse

Kirsten Hawke also joined the community nursing team and has already met many of our housebound patients.

“Hi, my name is Kirsten. I've been a qualified nurse for 6 years. I've spent most of my time between community hospitals within the shire and also HMP Peterhead & Young Offenders Institute, Grampian. I've always wanted to work as a community nurse so was delighted to be offered this role at Carden Medical Centre. I look forward to meeting and working with everyone.”

*Occupational
Therapy*

WELLNESS

Our Lifestyle Matters programme is open to those over the age of 50 with a long-term health condition who would like to make changes to their lifestyle and well-being.

LIFESTYLE MATTERS



**Bon
Accord
Care**

The programme is run over a 12-week period and covers topics such as maintaining physical and mental well-being, nutrition, and looks at ways to make our lives less stressful.

If interested, then please contact us on:
 Tel:- 01224 666350 or by e-mail Hillylands@bonaccordcare.org. or drop in to
 Hillylands Independent Living Centre, 2 Croft Road, Aberdeen, AB16 6RB to discuss further.

The above programme is run over 12 weeks and is designed to promote health and well-being for people aged 50 plus. The next programme will be commencing on 5th March 2019 with the group meeting in the morning from 10-12.

If you know think you may benefit or be interested in attending the programme then please contact Hillylands to discuss.

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.

PRACTICE CLOSURES 2019**PUBLIC HOLIDAYS****22nd April****6th May****8th July****23rd September****25th & 26th December**

Please visit the practice website at
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
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.**