



New Pharmacy First Service

A new Pharmacy First Service is now available in all Community Pharmacies in Forth Valley.

The service is available during pharmacy opening hours and allows eligible patients to access treatment for uncomplicated urinary tract infections and the common skin infection, impetigo, without the need to visit their GP surgery.

Community Pharmacists will carry out a consultation and, where appropriate, can provide medication without the need for a GP Prescription.

Eligible patients: Impetigo - aged over 2 years old with the skin infection covering one small area

Women aged 16-65 with uncomplicated Urinary Tract Infection **not allergic to Trimethoprim**

New Musculoskeletal Advice & Triage Service (MATS) Helpline

This helpline is a phone triage service for people experiencing muscle, back or joint problems. These problems are often known as musculoskeletal problems or MSK for short. Many MSK problems will settle with self-care and often you do not need to see a healthcare professional.



Call free on 0800 917 9390 or visit: www.nhsinform.co.uk/msk

We are seeking new Members to join our Patient Participation Group

The Patient Participation Group is a patient-led group linked to Dunblane Medical Practice.

We work along with the doctors and practice staff to provide a patient's perspective on the healthcare services that are offered to the community.

We aim to have all age groups represented in our group and are currently keen to attract new members of working age as well as patients with young families. The group meets four times per year.

We are also keen to develop a virtual Patient Participation Group and have recently set a Patient Participation Group Facebook page, which can be accessed by following this link - <https://www.facebook.com/groups/DunblanePPG>

Facebook Page



Dunblane Medical Practice now has its own Facebook Page. Please **LIKE** our page to receive informative updates from the Practice.

Subscribe to our Newsletter

If you would like to receive future copies of our newsletter via Email, please register for this service via our Practice website - <https://www.mysurgerywebsite.co.uk/secure/subscribe.aspx?p=V25243>

- Dunblane Medical Practice - Newsletter

Compiled by the Patient Participation Group
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Staff Changes

We would like to welcome Shirley Ann Whittingham, who has joined the Practice as a part-time Medical Administrator. Shirley previously worked at Viewfield Medical Practice in Stirling.

Dr Lloyd Patterson, who was our GP Registrar has now left the Practice after successfully completing his GP Training.

Dr Kathleen Brennan will be commencing 6 months' maternity leave from May until October. Two locum GPs, Dr Jennifer Foster and Dr Michael Fyall will cover her absence.

Dr Lauren Colquhoun, our GP Registrar, will be commencing 6 month's maternity leave from July 2016.

ALFY – Helping You Remain Well at Home

01324 567247



A new service, supported by NHS Forth Valley and its Council Partners, has been introduced across Forth Valley to help support older people to remain well at home.

The service, which consists of a round-the-clock advice line known as **ALFY** (Advice Line For You), is available to everyone **aged 65 or over** as well as family members and other people who may care for them.

Call 01324 567247

The dedicated advice line **01324 567247** is operated by experienced nurses who will listen to any concerns and make sure callers receive the right help and support. This could range from

- Providing general health advice & re-assurance;
- Arranging a nurse assessment and organising a home visit day or night, if necessary;
- Organising certain equipment to be provided to support people at home, if required;
- Arranging an appointment to attend the Rapid Access Frailty Clinic at Forth Valley Royal Hospital;
- Providing access to general or specialist medical advice or review as required;
- Arranging a referral to the Community ReACH Service (Rehabilitation Service)
- Co-ordinating multiple actions required to support people to remain well at home;
- Prioritising access to social care services determined by need;
- Signposting to voluntary organisations and other locally based services.

Know where to go

Doctor's Telephone Number:
Dentist's Telephone Number:



This guide will help you choose the right place to go to when you're unwell or injured.
You can find out more about local health services at www.nhsforthvalley.com/health-services

Community Pharmacies/Chemists	Your General Practitioner –GP (family doctor)	Out of hours/ NHS 24	Dental Services	Minor Injuries Unit (MIU)	Emergency Department (A&E) 999
<p>Pharmacists /chemists offer expert advice on healthcare and medicines. You don't need to make an appointment.</p> <p>The Pharmacy Minor Ailments Service can help you with conditions such as coughs, colds and sore throats.</p> <p>They also offer people who don't pay for their prescriptions free advice and treatment for many common illnesses.</p> <p>To qualify you must be registered with a GP in Scotland, and not as a temporary resident or a resident in a care home.</p> <p>Some chemists also provide advice and support about stopping smoking, diet, blood pressure etc.</p> <p>If you do run out of your prescribed medicine the pharmacy may be able to give you an urgent supply or refer you to your local NHS Out of Hours service.</p>	<p>When you have an illness or injury that just won't go away or is getting worse, make an appointment to see your GP or a member of the practice team.</p> <p>This could be tummy pain, backache, depression, anxiety or long term condition such as diabetes or asthma.</p> <p>If you tell the receptionist you require an urgent appointment you will normally be seen on the same or next day.</p> <p>Your GP will assess your health and may offer advice, information, prescriptions and provide ongoing care. Your GP can also refer you to a specialist, if required.</p>	<p>When your usual services are closed and you're too ill to wait until they re-open, you can call NHS 24 on 111 or Textphone: 18001 111 (open 6pm – 8am and weekends and public holidays).</p> <p>NHS 24 use Language Line for people whose first language is not English:</p> <ol style="list-style-type: none"> 1. Call NHS 24 on 111 2. tell the call handler that you need an interpreter 3. tell the call handler the name of your preferred language 	<p>Toothache, sensitivity to hot or cold, or a dull ache can usually be helped by pain relief from your pharmacy until your dentist is able to see you.</p> <p>Contact your dentist for an appointment.</p> <p>If symptoms worsen phone NHS 24.</p> <p>Unregistered dental patients can get help and advice Monday to Friday 8am to 6pm by contacting the Forth Valley Dental Helpline on 0844 800 6886.</p>	<p>The Minor Injuries Unit treats adults and children over one year of age for minor injuries, including:</p> <ul style="list-style-type: none"> • minor burns • infected wounds • sprains and strains • minor eye, ear, head or neck injuries <p>They can also arrange X-rays for suspected broken bones and apply plaster.</p> <p>Children under one should be taken to the Emergency Department at Forth Valley Royal Hospital in Larbert.</p> <p>The MIU is at Stirling Community Hospital and is open from 9am to 9pm, Monday - Sunday. Tel: 01786 434036 (No appointment needed).</p>	<p>Calling 999 or attending the Emergency Department should only be used for serious illnesses or injuries, such as suspected stroke, heart attack or collapse.</p> <p>The Emergency Department is at Forth Valley Royal Hospital (Stirling Road, Larbert, FK5 4WR).</p> <p>It is open 24 hours a day, 7 days a week.</p> <p>Please do not use the Emergency Department for conditions that should be seen by your GP practice, pharmacist or minor injury service.</p>

Affected by Violence / Abuse? Call Women's Aid 01324 635661, 01786 470897 or 01259 721407