

# Yell Health Centre Newsletter



This is our first newsletter since 2019!  
There have been a few changes to staffing  
so lets start by introducing the team:

**Reception staff:** Marianne Smith, Lita Thomason and Phil Anderson.

**Practice Manager:** Deborah Guthrie

**Practice Nurse:** Rosemary Johnson

**Healthcare Support Worker:** Vaila Thomason

**Bank Staff:** Anne Ribet, Dot Redshaw and Beth Nicolson

**Community Nurses:** Julie Smithies, Lynn Thornton and Amanda Robertson

**Doctors;** Dr Simon Burling works 4 weeks in the year and hopefully in the next few months we will see more regular doctors. But in the meantime we are working with locums.

## Life Threatening Emergencies

If you have a life threatening condition call 999, day or night. The call centre will contact the GP and the ambulance service.

Out of hours: If you need to speak to a doctor urgently and it is not life threatening but cannot wait until surgery the following morning, the doctor can be contacted on one of three ways

Home number 01957 702 185

EE mobile 07816 549 597

Vodafone 07795 445 876

These numbers are also on the health centre answer machine after hours  
01957 702127

## Flu and Covid clinics

We are well underway delivering flu and Covid -19 Vaccines. If you are 65 or over or if you are 12 and over with a condition that places you at higher risk (including pregnancy), carers aged 16 and over, paid or unpaid, people aged 12 and over who are household contacts of people with a weakened immune system and frontline health and social care workers, you are entitled to both vaccines, If you are 50-64 your are entitled to the flu vaccine. We are trying to contact patients however, if you are eligible please feel free to phone the surgery to make an appointment, If it is more convenient for you to get you vaccines in Lerwick you can email the vaccination team on [shet.vaccinationteam@nhs.scot](mailto:shet.vaccinationteam@nhs.scot) or phone on 01595 743319 leave your name and number and they will call you back to arrange an appointment

## Change to personal details

If you have changed your name, address, email address or have a new telephone number please let us know. We are now using a text messaging system for anyone who has a mobile phone number on their medical records. You will receive a text when you make the appointment and if made in advance, you will receive a text message the day before your appointment.

## Staff Training



From 1st November of staff training will be from 1pm instead of 2pm. If you need to speak to the doctor urgently after 1pm phone 01957 702700 or if it is life threatening call 999.



**Office bearers for the group are:**

**Chair:** Annette Jamieson

**Secretary:** Rosemary Johnson

**Joint Treasurer:** Cass Slater Caroline Keith

Once again, we would like to thank the Yell Health Support Group volunteers for the provision and upkeep of the planters outside the surgery .

The group has also recently made several purchases:

- A portable ECG machine, which will be used by the GP on emergency call outs.
- New blood pressure monitoring equipment to allow patients to undertake BP monitoring at home.
- Various pieces of small equipment, not readily available in Yell to help care for patients during illness.

If you can think of any equipment or ways the group can help, please contact one of the members.

## Driving in winter weather

With winter fast approaching it is time to make preparations. You should check your tyres are legal, your windscreen washers are topped up with anti-freeze, have a scraper, warm clothing and plenty of fuel in your car. Please drive carefully and remember that stopping distances will be longer on icy or snowy roads.



## Christmas and New Year Closures

Friday 22nd December 08:30– 17:00

Saturday 23rd December Closed

Sunday 24th December Closed

Christmas Day Closed

Boxing Day Closed

Wednesday 27th December 08:30-13:00

Thursday 28th December 08:30— 17:00

Friday 29th December 08:30-17:00

Saturday Closed

Sunday Closed

New Year's Day Closed

Tuesday 2nd January Closed

Wednesday 3rd January Normal opening times resume

## Prescriptions

We are changing from 28 day repeat prescribing to 56 days. We are gradually moving people's prescriptions to 56 day quantities. It will take time to work through everyone in the practice, please allow time for your prescription to be changed. If a friend or relative receives an increased quantity before you, please know that all possible patients will be reviewed in time and your prescription will be changed if it is appropriate to do so.

Unfortunately, some medicines aren't appropriate for 56 days due to legal and safety issue. Certain creams, ointments, appliances (catheters, dressing etc.) and food products will continue to be prescribed in 28 day quantities.

Please continue to help us to help you by ordering your prescriptions 7 -10 days in advance of when they are due, to allow time for both the health centre and community pharmacy to make a supply of your medications.

Please continue to order only what you need and return any unused or unwanted medications to community pharmacies or the health centre for safe disposal.

If you have any concerns or problems, please discuss this with your community pharmacy or dispensing practice. Your community pharmacy is well placed to give advice and guidance on managing your repeat medications.

Please continue to order your medication online where possible. If you don't do this already and are interested, please contact the health centre to request this service



Convenient for you -  
less visits to the health  
centre to save you time

## Ordering and Collecting your medication

When phoning to order your medication, **please phone after 11:30am.**

When you have 7-10 days medication left **PLEASE reorder. ALLOW ONE WEEK before collection.**

**We can't guarantee to get your medication up sooner than one week.**

Deliveries from the pharmacy are on Mondays, Wednesdays and Fridays. If your medication is only due in on these days, your prescription will only be available for collection from 11:30. We close at 1pm on Wednesday for staff training.

**Medication cannot be collected at the weekend.**



# House of Care:

New Shetland-wide approach to annual reviews  
Starting soon



Scotland's House of Care

If you are a person with a long-term condition, you know better than anyone what it is like to live with your health condition day to day. That's why we are moving towards a

## A new way of working:

First you will have your usual checks or tests to help monitor your condition(s).

Now your results will be shared with you, with an explanation, so you can think about anything you'd like to discuss before meeting with the Practice Nurse.

At this appointment you will then have time to talk about what is important to you and plan your healthcare together.



There are four stages to care and support planning. This means you can work more closely with your practice nurse to agree a clear plan for managing your condition



## Some of the things you could discuss

