

# Yell Health Centre Newsletter

## (Autumn 2015)



If you are travelling overseas please make sure you have all the necessary immunisations in good time. Please check "fit for travel" link on our website to see what you might need. As always, we would welcome any feedback regarding these newsletters, or if you have any suggestions, please feel free to contact us either by telephone, by e-mail at : - [shet-hb.yellhealthcentre@nhs.net](mailto:shet-hb.yellhealthcentre@nhs.net) or us through our website at [www.yellhealthcentre.co.uk](http://www.yellhealthcentre.co.uk)

### Welcome to Rosemary/Helena/Suzanne/Kelly/Janice



We have a new practice nurse, Rosemary Johnson. Many of you will know her already from her time working here as a community nurse.

We also have some new relief receptionists:- Helena Spence, Suzanne Pugh and Kelly Fraser. Please be patient with them as they learn the job.

Janice Irvine has also returned, for a short time, as Midwife for the North Isles.

### Farewell Dr Convery, Dr Campos Rio and Rachel Muir - Welcome Dr Gardner

Dr Alistair Convery, resigned back in November and Dr David Gardner has now joined the practice as associate GP. Dr Campos Rio will leave Yell in October to take up a position in Bixter. Nurse Rachel Muir is also leaving us to work in Unst.



We take this opportunity to wish them all well in their new jobs.

### Pregnant ladies

If you think you may be pregnant, please ring the midwives at Gilbert Bain Hospital on 01595 743012 and they will arrange your care.



### NHS24

We have had a few problems reported by patients using NHS24. If you are not happy with the response you get from NHS24 could you please let us know. If we know we can report on to NHS Shetland



If you need medical advice whilst the surgery is closed you should phone 111, unless between 8 - 8:30am (Monday to Friday) when you should ring Gilbert Bain Reception on 01595 743000. You can also ring 999 if you find yourself in a life threatening situation.

### Reporting to Reception

Can you please remember to report to reception when you arrive? Reception staff record your arrival on the computer system so the doctor knows you are waiting. Our doctors **rely** on this system so if you are not marked in as arrived they will **not** come looking for you. It is imperative, therefore, that you **CHECK IN WITH RECEPTION STAFF ON YOUR ARRIVAL**, otherwise you may well end up sitting like a lemon for a long while and miss your appointment.



Please go up to the window and tell receptionist your name since the new receptionists may not recognise you!

### Red Cross Transport - use instead of a taxi

If you do not have transport to take you to your hospital appointment you can use the Red Cross Transport service.

Once you receive an out-patient appointment you should call 07880750445 to book a Red Cross car. This should be booked as soon as the appointment is received or no later than 48 hours before appointment. A mobile phone will be on answer machine at all times. You should leave contact details and appointments details. Between 1700-1800 Monday - Friday someone will listen to messages and call you back to confirm arrangements. The Red Cross will collect island patients from the Toft ferry terminal. You may still use a taxi to get to the Ulsta ferry terminal if you have no other means to get there.

If Red Cross transport is not available and the local bus service does not fit around your appointment, contact Patient Travel for authorisation to book a taxi for your hospital appointment.



### Childhood/teenage immunisation



Rosemary is undergoing training to enable her to give these immunisations. There is a visiting nurse who will do these meantime so, if your child is due one, please ring the health centre and we can advise you.

### Dial-a-Ride

Bus services are now available to get you to Mid Yell and back. Some of these are "dial-a-ride" and you should ring 01595 745745 24-hours in advance, to organise what you need.



**North Yell services:** **Monday** "dial-a-ride" leaves Cullivoe at 11:10 and returns 12:10. **Thursday** leaves Cullivoe 10:40 and returns at 11:10. Or you can get the school bus from Cullivoe at 08:20 and return home on the "dial-a-ride".

### South Yell service: Monday-Friday:-

**West side** - "dial-a-ride" leaves Westsandwick 08:08 direct to Mid Yell and returns to Westsandwick at 13:20. Tuesday ONLY "dial-a-ride" leaves Ulsta 10:10 returns 11:35

**East side** - Bus leaves Ulsta 09:40 and your can return on "dial-a-ride" at 12:05.

We will try to help you get an appointment at a time that suits these bus runs. Please let us know that you will be using the bus when you phone for your appointment.

### Ways you can help

If you are interested in helping others less unfortunate than yourself you can:- be a voluntary driver for Yell Health Support Group transporting patients to Podiatry appointments (your fuel will be refunded), contact Yell Health Centre to give your name; be a Befriender by phoning 01595 743907 or look at [www.shetland-communities.org.uk/shetland-befriending](http://www.shetland-communities.org.uk/shetland-befriending) for more details; be a Crossroads Care Attendant by phoning 01595 743931 for more information.

### Flu Clinics

All flu clinics are from 2-4pm. Mid Yell on 28<sup>th</sup> October, Burravoe 29<sup>th</sup> October, Cullivoe 5<sup>th</sup> November and Mid Yell 12<sup>th</sup> November. If you are entitled to a pneumococcal vaccination you should get this on the same day. You will need to sign 2 consent forms and will get one injection in each arm.

### Congratulations!

Congratulations to Jenna and Keith on the birth of their daughter Ava; to Karen and Rodney on the birth of their daughter Arianna; to Emily and Kevin on the birth of their son Nicholas; to Helen and Alec on the birth of their son Ross; to Kirsty and Stuart on the birth of their son Ellis; and to Lita and Neil on the birth of their daughter Anna.

