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**Newsletter April 2023**

It has been some months since we published our last Newsletter, this is a result of a busy winter season and staff changes.

**Staff Update**

We welcomed our new Practice Manager, Babs Womack, back to Heilendi. Many of you may have met her in her nursing role and feel this is a strange change of career direction. Please be assured her experience gained in Primary Care over the last 20 years, has incorporated various roles, that align with this post.

We also welcomed Mille Coombes, Medical Secretary, who joined the admin team in October.

After a gap in service, Erika Copland has now commenced her post, as Community Link Worker.

We are looking forward to welcoming Dr Ingrid Seatter back from maternity leave on the 2nd May. She will be working a Monday, Tuesday and reviewing patients with diabetes in her Thursday clinic.

Dr Nengi Ume our GP Trainee returned to Heilendi in January. She will be working at the practice until early 2024.

In December we said farewell to our Practice Manager, Joanne Linklater. Joanne has joined the NHS Education for Scotland team, in Glasgow. We wish her all the best in her new role.

**Meet the Team**

**Doctors**

Dr Marjolein van Schayk

Dr Angus Lyon

Dr Holly Tyson

Dr Ingrid Seatter

Dr Zoe Shepherd

Dr Anne Nicolson

Dr Nengi Ume (GP Trainee)

**Nurses**

Susan Bruce

Hannah Drever

Olive Robertson

**Healthcare Assistant**

Doris Leonard

**Practice Manager**

Babs Womack

**Office Manager**

Karen Mackay

**Admin**

Debbie Scholes

Glynis Macleod

Linda Holliday

Lorraine Johnston

Millie Coombes

Paula Spence

Sylvia Donaldson

Tracy Seatter

**Shapinsay Nurses**

Clare O’Sullivan

Vivienne Taylor

**Shapinsay Admin**

Sharon Boyd

**GP Appointments** – We continue to offer patients the choice of face-2-face or telephone appointments, please call 888270 to make a booking. In addition to this you can now book appointments via our online appointment booking system. For details of how to use this service please contact the practice.

**Repeat Prescriptions** – We no longer accept phone calls for repeat prescriptions. Patients are required to register for our online Patient Services which is available 24/7, alternatively, hand in your repeat slip to Sutherlands, Boots or Heilendi reception. This will ensure phone lines are kept free for patients who need to speak to our team. Housebound and Shapinsay patients will continue to call in their repeat medication requests.

**Vaccinations –** With effect of the 1st April, all vaccinations are now administered by the NHS Orkney vaccination team, who are based in The Balfour. Any vaccine questions relating to: - the childhood schedule, travel requirements, COVID, Shingles, Pneumococcal, Flu etc should be directed to 03003035313.

**Feedback –** Feedback is welcomed and allows us to improve and develop the service we offer you. If you have anything you wish to suggest or highlight, please pass your suggestions to our reception staff or email the practice manager – [ork.heilendi@nhs.scot](mailto:ork.heilendi@nhs.scot)

**Tel** 01856 888270

**Email:** [ork.heilendi@nhs.scot](mailto:ork.heilendi@nhs.scot)

**Web:** [www.heilendipractice.co.uk](http://www.heilendipractice.co.uk)

**Facebook**: [www.facebook.com/Heilendi.Practice](http://www.facebook.com/Heilendi.Practice)

Heilendi Practice

The Balfour, Foreland Road,

Kirkwall, KW15 1NZ

**Primary Care Team**

**Over the last few months, patients will have seen us share information or had an appointment with a member of our wider Primary Care team. These members of staff provide expert services to Heilendi to provide quality care to our patients. There is more information about each service on our website. If you would like an appointment with one of the team, please call Heilendi on 888270 and we can advise how to access them.**

**Advanced Physiotherapy Practitioner - Chris Ireland**

**Primary Care Mental Health Nurse- Graeme Bartlett**

**Primary Care Pharmacists – Chris Woolham , Emma Atti, Lyndsay Steel and Sylvia Robertson**

**Community Link Worker – Erika Copland**

**Diet**

A lack of fruit and vegetables in people's diet has been shown to be a risk factor in a range of serious health problems, such as heart disease, cancer, type II diabetes, hypertension and obesity. The World Health Organisation (WHO) recommends adults eat at least five varied portions - where a portion is defined as 80g - of fruit and vegetables a day.

Scotland's unhealthy diet is widely cited as a factor in its poor health record. Previous research has shown that children and young people in Scotland follow a diet that falls short of national recommendations and is less healthy than that of children in other European countries.

The proportion of adults meeting the 5-a-day recommendations has remained fairly constant over time.  In 2015, 21% of adults met or exceeded the recommended five portions, down slightly from a high of 23% in 2009 but the same level as in 2003.  The proportion of adults eating no fruit and vegetables has remained at between 9% and 11% each year since 2003 (11% in 2015).



**Pharmacy First**

Need healthcare advice without an appointment? **Go to your Pharmacy First.**

Pharmacy First allows patients to access FREE advice and/or treatment for uncomplicated Urinary Tract Infections in women and Impetigo. Your pharmacist will ask you about your symptoms in order to give you the right advice. **You should be aware there are some exclusions which can prevent your pharmacist from treating you and you may need to be referred to your GP.**

**Urinary Tract Infection – Are you a woman aged between 16 and 65 with any of the following:**

* Burning or stinging sensation on passing urine?
* Need to pass urine frequently?
* Need to pass urine urgently?

**Impetigo – Do you have any of the following:**

* Minor skin infection on one area of the body?
* Red sores that pop easily and leave a yellow crust?
* Fluid-filled blisters?

To access Pharmacy First services please go to Boots or Sutherlands and ask to speak to a pharmacist. They will take you into a private room to discuss your symptoms and give you advice and/or a prescription.

## Missed Appointments

Between 01 April 2022 and 31 Mar 2023, **221** appointments with a GP or Nurse were missed. This equates to more than **55** hours of wasted clinical time.

Please notify us if you are unable to attend an appointment, allowing us to then offer these appointments to other patients.

Thank you.

**Heilendi Closures**

The practice will be closed on the following dates:

**Public Holidays – Monday 1st & 8th May, Monday 14th August, Monday 25th September, Monday 25th & Tuesday 26th December, Monday the 1st January & Tuesday 2nd January 2024.**