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Sad Farewell to Dr Marwick

My 5-year post as GP retainer will come to an end in February and so the time has come for me to move on from Carden. I joined as a full-time partner in 2000 and have been fortunate to be able to keep working part-time while I raised my family of 3 boys. I have enjoyed being part of the great team at the practice. I have learned a huge amount from them as I have from the patients who it has been a privilege to look after. I have taught medical students attached to the practice throughout this time and would like to thank all the staff and patients who have helped me with this over the years. I hope to take on another role in a city practice soon and to continue teaching. I will miss working at Carden and thank everyone for their warm wishes.

GP News

Welcoming Dr Quieros to the Practice

I am very pleased to have started working at Carden Medical Centre in January 2018. I have been working at Ellon Health Centre for the last 4 years but have recently moved house so needed a job closer to home and also closer to my one year old boy's nursery. I have been living in Aberdeen for 5 years and really love the area. Before that I did my Medical training in Cardiff, finishing in 2005. After graduating I worked in hospital posts in Wales and then spent time working in New Zealand doing Paediatrics and working as a Ski doctor on the mountains. I trained as a GP in Bristol (at the surgery which is now featured on 'Behind Closed Doors') for 3 years before moving to Aberdeen.

I enjoy all aspects of general practice but have particular interests in Women's/Sexual health (I fit coils and implants), Paediatrics and Palliative Care.

ADVICE FOR PARENTS OF ACUTELY SICK CHILDREN

Infections Are very common in children, especially among the under 5's. Most of these infections are what we call 'self-limiting', that means your child will get better on their own without any need for treatment.

Colds, sore ears, sore throats and 'tummy bugs ("D&V") are mostly self-limiting and information about these illnesses and what you can do to ease the symptoms are available on the website shown below.

Very occasionally there is a more serious cause for your child's illness that will require treatment or even hospital admission. There is a list at the bottom of this article of more worrying symptoms that should prompt you to seek help.

Children under 6 months with fever always need to be discussed with the surgery on the same day. Sometimes we are happy just to discuss your child by phone and sometimes we will ask you to bring your child in to see a doctor or nurse practitioner.

If you feel you need further advice about your child's illness when the surgery is closed, then call NHS 24 on 111.

This is a very helpful website:

www.nhs.uk/conditions/feverchildren

Or just enter "NHS children fever" into Google (but only choose NHS websites, e.g. NHS Inform, NHS Choices or patient.co.uk).

If you are in any doubt at all, please call the surgery to discuss your child. We will always deal with all queries about acutely sick children on the same day you call.

Particular reasons to call the surgery –

- a high-pitched, weak or continuous cry
- a lack of responsiveness, marked slowdown in activity or increased floppiness in babies
- a bulging fontanelle (the soft spot on a baby's head), neck stiffness, not drinking for more than eight hours (taking solid food is not as important)
- a temperature of over 38C (100.4F) for a baby less than three months old, or over 39C (102.2F) for a baby aged three to six months old. Read more about how to take your child's temperature (<http://www.nhs.uk/conditions/pregnancy-and-baby/pages/how-to-take-your-babys-temperature.aspx>)

**GP
News**

- a high temperature but cold feet and hands
- a high temperature coupled with quietness and listlessness
- fits, convulsions or seizures
- turning blue, very pale, mottled or ashen
- difficulty breathing, fast breathing, grunting while breathing or if your child is working hard to breathe
- your baby or child is unusually drowsy, hard to wake up or doesn't seem to recognise you
- your child is unable to stay awake, even when you wake them
- a spotty, purple-red rash anywhere on the body (this could be a sign of meningococcal infection)
- repeated vomiting or bile-stained (green) vomiting

Article by Dr Crofton, Carden Medical Centre

www.nhs.uk/conditions/pregnancy-and-baby/pages/spotting-signs-serious-illness

More, very helpful information can be obtained at

<http://www.whenshouldiworry.com/>

MARGARET ANDERSON

Finally, after more than 20 years as a medical secretary at Carden Medical Centre I have decided to retire. I first joined the practice in April 1997 then known as the Queens Road Medical Group. Immediately prior to the move to Carden some may remember me spending 3 years in a portacabin in the car park due to lack of space in the building. The move to the present building was therefore most welcome. There have been many changes over the years and I have seen many people come and go. I have made many friends during this time and am still in contact with several ex members of staff. Now that I am about to become "ex" myself I have no intention of slowing down. My family continue to keep me busy and myself and my husband Bob intend to continue to travel as much as we can. There are still many countries we wish to visit.

After much thought and family discussion I felt that the time was right to retire. It was a hard decision. I have really enjoyed my years at the practice and will miss you all. Thanks for the memories.

**Secretarial
News**

**Nursing
News**

SAYING GOODBYE TO KAT, PRACTICE NURSE

We are very sorry to hear that Kat is moving on to pastures new but we are sure she will enjoy her new adventures in Shetland and be as energetic, efficient and valued in her new role as she has been at Carden Medical Centre. A few words from Kat follow:

'I have enjoyed my time at Carden as a practice nurse greatly. Both patients and staff have been very supportive throughout my three and a half years here. Carden has allowed me to develop professionally and personally and create new friendships that I will miss very much. I have enjoyed all the laughs and giggles during my time with patients and staff and the nursing team especially will be part of my friendship circle forever. I am sad to be leaving but looking forward to a new start in Shetland. I would just like to thank all my patients and colleagues at Carden for all the happy memories.'

Flu Vaccinations

It isn't too late to have your flu vaccination. The injected flu vaccine is offered free of charge on the NHS to people who are at risk, providing protection against catching flu and developing serious complications.

You can receive a free flu jab if you:

- are 65 years of age or over
- are pregnant
- have certain medical conditions
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

Booking your appointment

Coming to see us anyway - if you qualify for the flu vaccination, we can arrange for you to have it at the same time as any other appointment - please let us know when you book your appointment and we can add this on.

You can book your appointment by calling the surgery on 0345 337 6330, all our flu vaccination appointments are also available to view and book using our on-line service.

On Saturday 9th December our Practice Manager, Shona Alexander (and daughter Ellie) joined 8000 sleeping out in Princess Street Gardens. The sleep out was organised by Social Bite to raise funds and awareness of homelessness – the charity aims to eradicate homelessness in Scotland over a 5 year period by providing people with housing, rehabilitation, job opportunities and the support they need to get back on their feet.



Charity Events



Contributions from Carden (including the Carden Charity Fund) added to the amount raised and Shona and Ellie were delighted add £2700 to the huge amount raised by the event. This made it worth staying out during one of the coldest nights of the year - with temperatures reaching - 5 overnight.

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 2018

The practice will be closed on the
afternoons
of 14th February and 14th March
for staff training

PUBLIC HOLIDAYS

2nd April
07th May
09th July
24th September

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.**