

AUTUMN NEWSLETTER 2017

Special points of interest:

- Flu Campaign
- Shingles Campaign
- Test Results
- Staff Updates
- Practice Closure Dates
- Practice Improvements
- Appointment Rates & Non attendance
- Medical Students

TEST RESULTS

Please note, we will not contact you regarding your results if no action is needed. If you need more information on how long your test results are likely to take to come back from the hospital please ask the nurse.

You do not need to ring the practice for results. We will contact you if there is a problem.

Please make sure your telephone number is up to date at all times.



FLU CAMPAIGN 2017

Winter is approaching which means Flu season will soon be upon us. If you are over 65, or in an at risk group, you may be entitled to receive a flu vaccination.

We will be holding 'drop in' clinics for patients to attend depending on their Surname. If you are entitled to an Influenza vaccination, we would encourage you to attend one of the clinics below:

SURNAMES A-M

Tayport—Tuesday 24th Oct 11am to 1.30pm
Newport—Thursday 26th Oct 11am to 1.30pm
Newport—Tuesday 31st Oct 11am to 1.30pm
Tayport—Thursday 2nd Nov 11am to 1.30pm

SURNAMES N-Z

Tayport—Tuesday 24th Oct 1.30pm to 4pm
Newport—Thursday 26th Oct 1.30pm to 4pm
Newport—Tuesday 31st Oct 1.30pm to 4pm
Tayport—Thursday 2nd Nov 1.30pm to 4pm

CHILDREN 2-5 (NOT ATTENDING SCHOOL)

In October, we will be contacting all patients to offer them an appointment for their child to attend the practice for an Influenza vaccination.



SHINGLES CAMPAIGN 2017

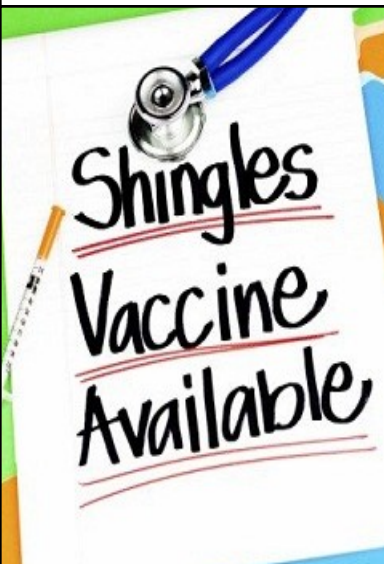
Did you know that you are entitled to receive a Shingles vaccination if your date of birth falls on, or within, the following dates:

2nd September 1933 to 1st September 1941

Or

2nd September 1942 to 1st September 1947

If your date of birth meets the criteria above, and you have never received a Shingles vaccination, please speak with one of our receptionists who will be happy to assist you with making an appointment.



APPOINTMENTS ISSUED AND DNA RATE

In the past 3 months, we have had a total of 184 DNA (did not attend) appointments. We kindly ask that any appointment which is no longer required is cancelled in order to allow another patient the opportunity of using that appointment.

We also provided a total of 5989 GP appointments, 313 house calls & 843 telephone consultations:

JUNE— 1910 GP appointments, 88 house calls & 272 telephone consultations

JULY - 1862 GP appointments, 111 house calls & 284 telephone consultations

AUGUST - 2217 GP appointments, 114 house calls & 287 telephone consultations.

**REPEATED DNA OFFENDERS MAY BE REMOVED FROM THE PRACTICE LIST.
TO CANCEL APPOINTMENTS PLEASE CALL:
01382 543251**

STAFF UPDATES

Over the Summer months we sadly had to say goodbye to one of our Healthcare Assistants; Linda Webster who has moved on to a new role within the NHS. We have recruited a new Healthcare Assistant; Katherine (Kay) Morrison who will be employed by the practice every Monday, Tuesday, Thursday and Friday afternoon. Kay brings with her a wealth of experience and knowledge as a Healthcare Assistant. Some of you may already know Kay who works at Tayview on a Tuesday and Thursday morning as a Senior Phlebotomist for the NHS.

MEDICAL STUDENTS

As a practice, we are fortunate to receive medical students from both the University of Dundee and St. Andrews University. The students are provided with essential training and experience relating to General Practice in order to assist with their educational needs. From September, we will have medical students sitting in with our clinical staff during consultations. You will be advised by reception should a student be in attendance during your consultation and we are grateful to you for allowing this to occur. However, if you would prefer a medical student was not present during your consultation, please inform the receptionist.

PRACTICE CLOSURE DATES

Please note, over the Autumn period, the practice will be closed on the following dates:

Wednesday 13th September - Our **Tayport** Practice will be closed all day. This is to allow essential electrical work to be completed. Our Newport Practice will remain open and all appointments will be provided from Newport only.

Monday 2nd October - NHS Public Holiday

Tuesday 7th November - Our practice will be closed from 12:30. We will reopen at 8am the following morning. This is to allow for staff training to occur.

MEDICAL ADVICE IS ALWAYS AVAILABLE FROM NHS 24 WHEN THE PRACTICE IS CLOSED. YOU SHOULD CONTACT NHS 24 BY DIALLING 111 IF YOUR MEDICAL ISSUE CANNOT WAIT UNTIL OUR PRACTICE RE-OPENS.

IN THE EVENT OF A SERIOUS MEDICAL PROBLEM, SUCH AS CHEST PAIN OR COLLAPSE, CALL 999 IMMEDIATELY.

PRACTICE IMPROVEMENTS

Following patient feedback, we are currently in the process of upgrading our telephone system to provide you with a call queuing service that informs you as to where you are in the queue when contacting the practice. Our system now also provides you with an additional option of transferring to our prescription line rather than having to dial a separate number whilst adding an additional 4 telephone lines to our network. Our new system should be in place by 13th September.

Patients have also fed back difficulties they have experienced in arranging blood appointments due to other commitments such as work. The practice has invested in a new centrifuge machine to allow for blood samples to be taken at any time during the day. We hope our patients find the increased availability of appointment options helpful.

