

TAYVIEW MEDICAL PRACTICE

SPRING NEWSLETTER 2018

APPOINTMENTS

Did you know we offer a variety of ways to arrange and cancel appointments? We provide patients with the options of using our automated telephone service, using our on-line appointment system or discussing your request with our reception staff. Any patient who has provided us with an updated mobile telephone number and email address will receive notification of their appointment via text message and email. Patients can even cancel their appointment by simply replying "CANCEL" to their text message reminder. Unfortunately, despite providing a wide range of systems we had a total of **174 wasted appointments** over the last 3 months due to non-attendance or cancellation of appointments. Please help us to reduce this number by cancelling any appointment you no longer require. Patients who repeatedly fail to cancel or show for an appointment will be removed from our practice list.

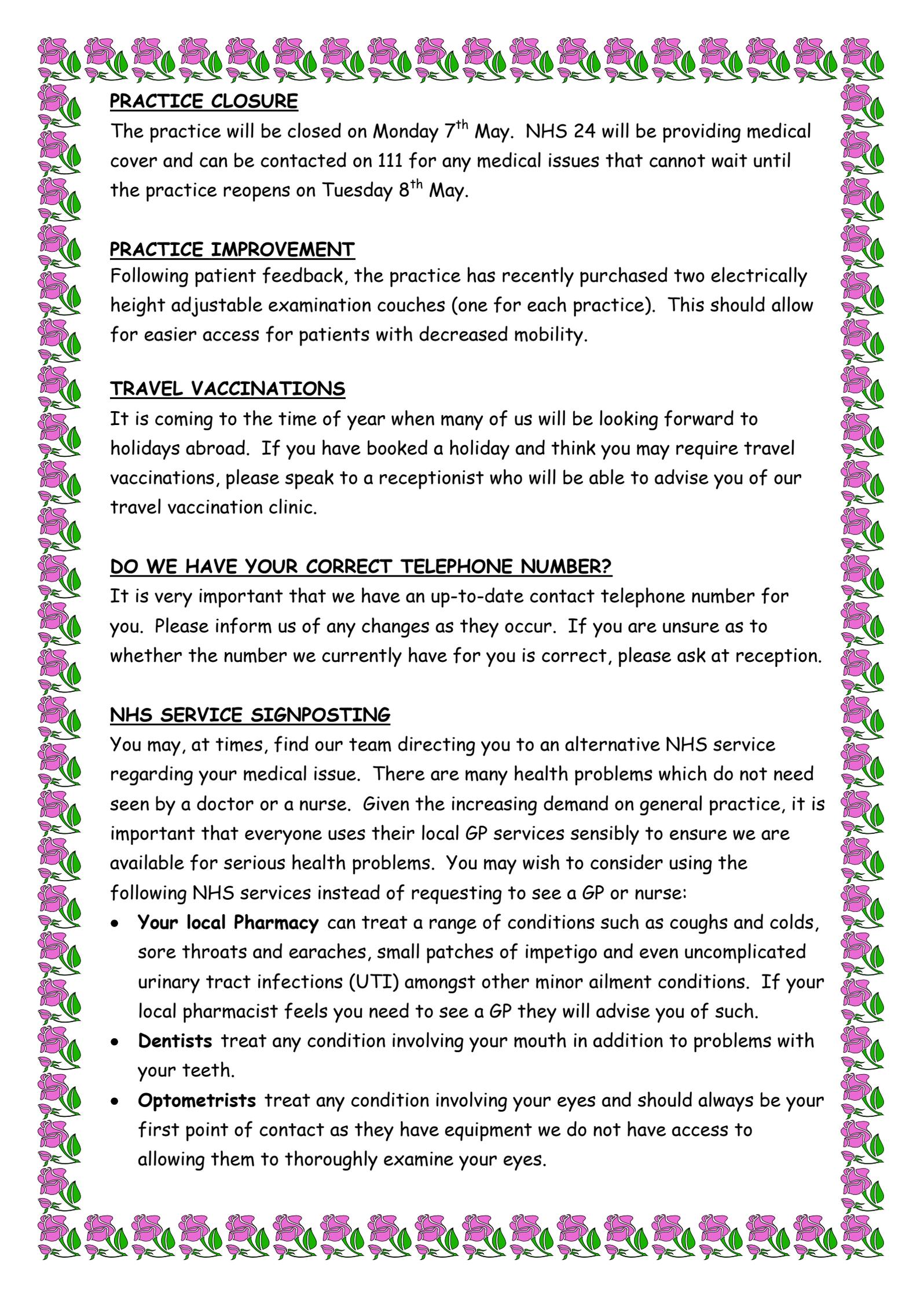
We also provided a total of 6227 GP appointments (not including emergency appointments), 949 telephone consultations and 370 home visits during 01.01.18 - 31.03.18.

PRIVATE FEES

Please be aware that there is a charge for non general medical services such as private medicals, letters etc. You will be advised of any cost by our practice secretaries.

WHY DOES THE RECEPTIONIST ASK WHAT'S WRONG WITH ME?

It is not a case of the receptionist being nosy. The reception staff are members of the practice team and it has been agreed they may have to ask patients why then need to be seen. Reception staff are trained to ask certain questions in order that you receive the most appropriate medical care, from the most appropriate health professional at the most appropriate time. Reception staff, like all members of our practice team, are bound by confidentiality rules. Any information you give is treated in strictest confidence. However, if you feel an issue is very private, and do not wish to say what that issue is, then this will be respected.



PRACTICE CLOSURE

The practice will be closed on Monday 7th May. NHS 24 will be providing medical cover and can be contacted on 111 for any medical issues that cannot wait until the practice reopens on Tuesday 8th May.

PRACTICE IMPROVEMENT

Following patient feedback, the practice has recently purchased two electrically height adjustable examination couches (one for each practice). This should allow for easier access for patients with decreased mobility.

TRAVEL VACCINATIONS

It is coming to the time of year when many of us will be looking forward to holidays abroad. If you have booked a holiday and think you may require travel vaccinations, please speak to a receptionist who will be able to advise you of our travel vaccination clinic.

DO WE HAVE YOUR CORRECT TELEPHONE NUMBER?

It is very important that we have an up-to-date contact telephone number for you. Please inform us of any changes as they occur. If you are unsure as to whether the number we currently have for you is correct, please ask at reception.

NHS SERVICE SIGNPOSTING

You may, at times, find our team directing you to an alternative NHS service regarding your medical issue. There are many health problems which do not need seen by a doctor or a nurse. Given the increasing demand on general practice, it is important that everyone uses their local GP services sensibly to ensure we are available for serious health problems. You may wish to consider using the following NHS services instead of requesting to see a GP or nurse:

- **Your local Pharmacy** can treat a range of conditions such as coughs and colds, sore throats and earaches, small patches of impetigo and even uncomplicated urinary tract infections (UTI) amongst other minor ailment conditions. If your local pharmacist feels you need to see a GP they will advise you of such.
- **Dentists** treat any condition involving your mouth in addition to problems with your teeth.
- **Optometrists** treat any condition involving your eyes and should always be your first point of contact as they have equipment we do not have access to allowing them to thoroughly examine your eyes.