



Winter Newsletter 2018

Flu Vaccinations 2018

We are still taking bookings for annual flu jabs. Flu vaccines will be available till the end of March. We recommend all patients over 65, carers, or anyone with a chronic disease e.g. diabetes, COPD, heart disease, has a flu jab. Asthmatics are also entitled if a steroid inhaler forms part of their treatment plan. Please arrange an appointment with one of our receptionists.

You will be aware of the issue regarding supply of the flu vaccinations this year. This issue impacted the whole of Scotland and was out-with the control of the practice. We now have our full allocation of vaccinations and would like to apologise to any patients who were turned away from any of our flu clinics due to a shortage of this vaccination.

Medication over the Festive Season

Please be organised over Christmas and New Year by ensuring your medication is ordered in plenty of time. The practice requires 2 full working days to process your prescription and we would encourage you to ensure you have enough medication to last you over the festive period.

Cough and cold advice during winter

There is no cure for the common cold and antibiotics have no effect on viruses. You can treat the symptoms with some practical self-help measures and over the counter medicines. Your local Pharmacist has been trained to advise you on what is best for you or you can visit the NHS Inform website for further advice at www.nhs24.scot

Practice Telephone System

We are aware of the challenges faced by patients when contacting the practice which can be frustrating when your call is not answered as quickly as you would like. The practice has over 9600 patients and receives in excess of 200 calls per day. Monday and Fridays tend to be our busiest days for patients contacting the practice. The reception team are working as quickly as possible to answer all incoming calls. However, to help address this challenge, we have recently recruited 2 new receptionists which will increase the number of receptionists answering calls each morning.

We would kindly ask patients to follow the advice below:

- If you do not require assistance with booking an appointment (such as requesting test results), please contact the practice after 2pm each day. Our telephone lines are less busy during this period and this will help free up lines in the morning for those patients requesting appointments.
- If you are contacting the practice for an appointment, you must select option 3 unless you consider your condition to be extremely urgent. Patients who select our emergency line option (option 1) to try to arrange an appointment, which is not classified as requiring urgent attention, will be advised to contact the practice back and select option 3. This line must be kept free for urgent matters only.
- Secretarial staff can be contacted on option 4 between 10am and 1pm only. Out-with this time patients can leave a message. The secretarial team are unable to assist with arranging appointments, assisting with prescriptions or provide advice which would usually be provided by the reception team. If the secretarial team feel your query should be directed to the reception team, they will advise you to recall the practice and select option 3.
- Prescription requests can be requested by choosing option 5 on the telephone line.

Appointments

Please note that we continue to experience a high demand for appointments. Our appointment system is designed to ensure patients can book routine appointments in advance, at a time suitable to them, with urgent appointments being available for those patients who feel their symptoms cannot wait until the next routine appointment. Recently, the doctors have noticed that a large number of patients are requesting urgent appointments for issues which are not urgent. As the receptionists do not enquire with you as to why you are requesting an urgent appointment, they are unable to direct you to alternative source or provide advice on alternative procedures to follow. Recent examples have included patients requesting urgent appointments to request medication, extension to sick lines and non-urgent medical conditions which did not require an urgent appointment. If the doctors feel you did not require an urgent appointment, they will kindly advise you of such and assist with educating you on what conditions warrant an urgent appointment being requested. The doctors feel that a maximum wait of 2 weeks for a routine appointment is acceptable and the practice tries to maintain this period as far as reasonably possible.

We would encourage all patients to register for our online booking system. This system allows you to book appointments in advance and assists us by reducing the number of telephone calls coming into the practice each day. Excluding urgent appointments, the receptionists **do not** have access to any 'extra' appointments. The online booking screen shows exactly the same appointments which are available to a receptionist.

Practice closures

The practice will be closed on the following public holidays:

- Tuesday 25th December 2018
- Wednesday 26th December 2018
- Tuesday 1st January 2019
- Wednesday 2nd January 2019



NHS 24 will be providing cover on the above dates and can be contacted by dialling 111. If you feel your medical concern is life threatening, you should dial 999.

Practice Staff News

We would like to welcome two new receptionists; Karen and Susan to our practice who joined us in November. We would kindly ask for your patience whilst Karen and Susan complete their training period.

Dr Gilmour has now commenced maternity leave with Dr Bowditch assisting the practice during this time.

Congratulations to Practice Nurse McGlashan who has recently completed her asthma diploma and can now monitor and provide advice to our patients who suffer from asthma.

Congratulations to Practice Nurse Rufolo who has completed both her nurse prescribing and COPD diploma.

Newport, Wormit & Forgan Trust

The practice would like to thank the Newport, Wormit and Forgan Trust for their recent monetary donation to the practice. This has enabled the practice to purchase a new ECG machine for the benefit of our patients.

Throughout 2018

Throughout 2018, the practice has:

Recently had all GP consultation rooms refurbished at our Tayport practice. Patients should notice a difference when consulting with a GP. All carpets have been replaced, walls painted and general refurbishment completed.

Installed a new patient interactive information screen at our Newport practice. Patients can use this screen when seeking advice on medical conditions.

Purchased examination couches which are fully height adjustable. This will assist patients when attempting to manoeuvre onto the examination couch.

Issued in excess of 30,000 prescriptions of which over 5000 were requested online.

Provided a total of 23933 GP appointments, 3673 GP telephone consultations and 1116 GP home visits.

Had a total of **784 appointments wasted** due to patients failing to attend or cancel their appointment. To put this into perspective, the practice provides 541 appointments per week. This equates to over a full week of appointments wasted or, alternatively, the practice being fully closed and not providing appointments for 1 week and 2 days.

DNA (did not attend) and appointments offered from 01/09/16 to 30/11/16

In the last 3 months we have had a total of 240 GP appointments wasted due to patients failing to turn up for their appointment or cancel their appointment. Did you know that this equates to nearly 16 full morning surgeries being wasted (15 appointments per GP) in a one month period. This has a huge impact on our appointment provision and prevents other patients using those appointments. We kindly request that you contact the practice to cancel any appointment you no longer require.

We also provided a total of 6569 GP appointments, 205 house calls & 828 telephone consultations:

- September – 1966 GP appointments, 92 House calls & 369 Telephone consultations
- October – 1972 GP appointments, 102 house calls & 283 telephone consultations
- November – 1954 GP appointments, 94 house calls & 279 telephone consultations

Repeated DNA (did not attend) offenders may be removed from the Practice list.

To cancel appointments please call:

01382 543251

**WE WOULD LIKE TO WISH ALL OF OUR PATIENTS A VERY MERRY CHRISTMAS
AND A HAPPY, HEALTHY, NEW YEAR**

