

SPRING 2020 NEWSLETTER

TAYVIEW MEDICAL PRACTICE

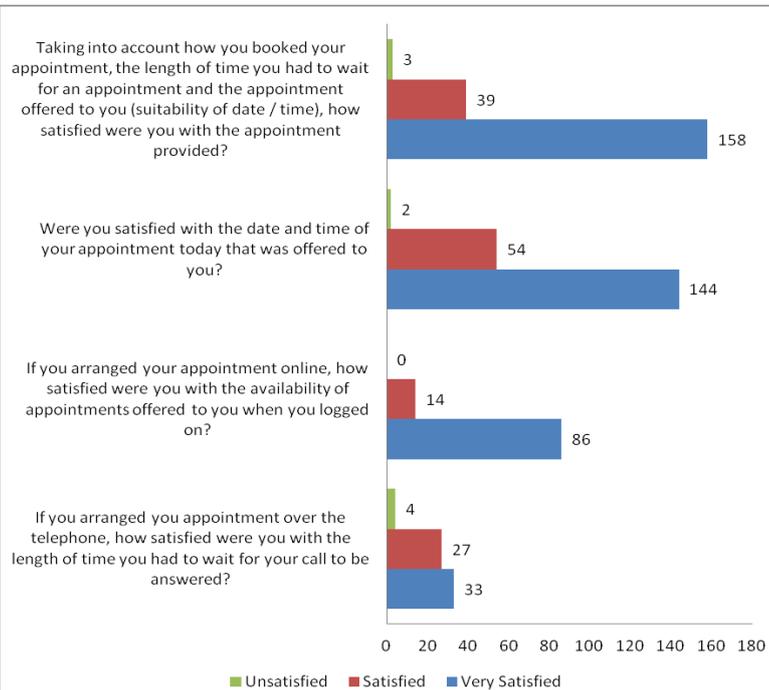
APPOINTMENT SYSTEM

Patients will be aware that the practice adopted a new appointment system in January whereby patients can arrange routine appointments up to 1 week in advance. Our routine appointments are available to book online, and over the telephone, from 10am each day with urgent/emergency appointments being available from 8am each morning.



Recently the practice asked 200 patients during week commencing 24th February to complete a questionnaire regarding their appointment experience and the results are provided below. The results are extremely encouraging and show that the recent challenges faced by patients regarding the length of time they have been waiting on their telephone call to be answered or the availability of suitable appointments has improved significantly. The practice will continue to maintain this new appointment system as it appears to be working well for the vast majority of our patient population and we are grateful to our patients who have embraced our new procedures.

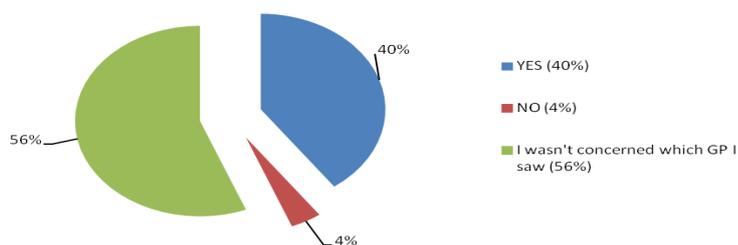
We continue to strongly encourage patients to register for our online services and instructions for doing this can be found on our website (www.tayviewmp.org.uk). To assist patients further, the practice now accepts registrations online to save patients attending with their forms.



Some comments received from patients regarding their appointment experience:

- "I was very pleased to be able to book an appointment so soon"
- "The new appointment system is a very good improvement"
- "Overall, and considering today's pressures, I think you do a fantastic job"
- "All good, perfect"
- "I have noticed an improvement in the availability of appointments"
- "I was happy to get a routine appointment so quickly"
- "What a huge improvement regarding the online booking system—I had a large choice of appointments and GP to choose from"
- "I am happy that the appointment system is working much better now with the changes that you have made—thank you"
- "I was very surprised to have a choice of appointments—my past experience of trying to phone for an appointment had been really awful. Hopefully this will continue"
- "Sometimes I have had to wait longer on the phone but understand this will happen if contacting the practice at 8am looking for an urgent appointment"
- "Much better service"
- "I really appreciate and value the understanding of the staff in accommodating medical appointments for me—thank you"
- "I cannot believe the difference compared to 4 months ago—a lot of options available when I booked my appointment online"

Were you able to see the GP of your choice?



STAFF UPDATES



Practice Nurse McKinnon (Michelle) will be leaving the practice at the end of February. Michelle was employed by the practice when one of our practice nurses (Jerry) commenced maternity leave. Jerry will be returning to the practice at the end of February and we wish Michelle all the best for when she commences her new job at another GP practice in Tay-side.

Dr Gilmour will commence maternity from July 2020 and will return to the practice the following year. The practice has secured GP locum cover during this time and we are pleased to confirm that there will be no impact on our appointment provision.

Emma Brown has recently joined Tayview as a receptionist and we are grateful to you for your patience whilst Emma learns her new role.

NEW SERVICES

We are pleased to announce that the practice now provides contraceptive services to our female patients in the form of Implants (Nexplanon) and Coils (Mirena). The introduction of these services will assist patients who previously had to attend a sexual health clinic if they wished to have an implant or coil fitted. Patients can arrange a routine appointment with Dr Quinlan to discuss their needs further.

Following patient feedback, the practice has purchased a card payment machine for our Newport practice to assist patients when paying for private work. Payment can be made by debit or credit card or via your mobile phone using services such as Apply Pay. The practice will monitor the use of this machine before determining whether to purchase an additional machine for our Tayport practice.

CARE NAVIGATION

The practice continues to participate in the new Care Navigation system which assists patients by navigating them to a more appropriate healthcare professional to assist them with their medical need. Not all medical conditions require a GP appointment and can be better dealt with by a more appropriate healthcare professional such as your dentist, optician, local pharmacist etc.

This system is being introduced in small steps with monthly reports being submitted to NHS Scotland following monthly audits.

We are keen to seek the views of our patients regarding Care Navigation and we currently have a patient questionnaire online at our website which we would be grateful to you for completing. The questionnaire should take you less than 5 minutes to complete and we are grateful to you for your assistance with this.

Further information can also be found on our practice website.



NHS

"Please don't be offended if you are asked what the problem is when you ring to book an appointment at your GP practice.

This is called Care Navigation and it's about helping you get to the service you need!"

The Care Navigator might suggest other professionals and/or better services that could help you better. Of course, you don't have to do this, but it would help us to help you and other patients.

Have you been to an affected place in the last 14 days (visit www.nhsinform.scot/coronavirus for an updated list)? **Or**, have you had contact with somebody with Coronavirus? **And**, do you have any of the following symptoms:

- COUGH
- FEVER
- SHORTNESS OF BREATH



If yes, to protect yourself and others please stay at home, **do not enter the practice**, and phone NHS 24 for advice (111)

CONTACTING THE PRACTICE

EMERGENCY / URGENT APPOINTMENT / HOME VISIT – BOOKABLE BY PHONE BETWEEN 8AM–10 AM EACH MORNING (OPTION 2)

ROUTINE APPOINTMENT–BOOKABLE ONLINE 24/7 OR BY PHONE AFTER 10AM EACH MORNING (OPTION 2)

TEST RESULTS–BY PHONE AFTER 2PM EACH DAY (OPTION 2)

PRESCRIPTION REQUESTS–ONLINE 24/7 OR BY TELEPHONE (OPTION 4)

The practice will be closed on Friday 10th April and Monday 13th April. We will re-open Tuesday 14th April.

If you require medical assistance, you should contact NHS 24 on 111 or 999 in an emergency