



# TAYVIEW MEDICAL PRACTICE SPRING 2021 NEWSLETTER

Dear Patients

Firstly, I hope you all had a pleasant Christmas and New Year. I'm sure for many of you, the celebrations may have been quite different to that of what you are used to. The Winter period was certainly a very busy period for the practice with regards to continuing to provide our medical services on top of Covid-19 vaccination clinics and home visits to housebound patients who required a vaccination. The feedback we received from patients regarding our Covid-19 vaccination clinics was extremely positive and was very much appreciated by all of the staff at Tayview.

By now, the vast majority of all patients aged 80 and over (those born on or before 31/03/1941) have been vaccinated. In total, the practice has vaccinated over 600 patients either in house or at home which involved a lot of logistical planning. Patients who fall into the current cohorts for vaccination and are aged 79 years or under should have received an invitation from NHS Fife to attend a vaccination hub for vaccination. Within this newsletter you will find further information explaining what patients should do if they have not received an invitation as of yet.

At this time, we still continue to operate on an **urgent** basis only. We remain open for all urgent clinical matters and our doctors continue to offer a telephone triage service at present. Our practice doors remain locked to prevent access by anyone who has not been asked to attend the practice. This reduces the risk of Covid-19 transfer and helps keep our patients and staff safe. Appointments can be arranged for nursing procedures up to one week in advance and you should contact the practice on 01382 543251 if you require an appointment with a member of our nursing team.

We have also updated our practice website to make accessing information easier for our patients. Our website now includes sections which will link you to specific information regarding Covid-19 which can sometimes be difficult to find. Examples include arranging a Covid-19 test, downloading a self-isolation certificate for your employer, arranging a Covid-19 vaccination (if eligible) and information regarding the vaccines themselves. If you feel the information on our practice website should include other links to make finding information easier please let us know.

Recently, we have received a number of enquiries as to why patients who live out-with the Tayport area are being directed to the Larick Centre in Tayport for their vaccination rather than be vaccinated at our Newport site. Since the roll out of the vaccination programme, GP surgeries were asked if they would assist with the vaccination of all patients aged 80 years and over and any housebound patients who are unable to attend a hub to be vaccinated. Our doctors were happy to assist with this programme which is why we have made contact with all patients aged over 80 years to offer them a vaccination. NHS Fife took on responsibility for the vaccination of all other cohorts (excluding housebound patients) and GP surgeries were advised not to vaccinate any other cohorts. For this reason, patients in other cohorts must be vaccinated at a hub. We have not been permitted to vaccinate other cohorts which, unfortunately, means we are unable to provide vaccinations for other cohorts at our Newport site.

Prior to the rollout of the vaccination programme, we received a lot of offers of assistance from retired medical staff who were keen to assist NHS Fife with the vaccination programme. I would like to provide a personal thank-you to those patients. I'm sure any assistance you have provided has very much been welcomed by NHS Fife.

As we move into Spring 2021 and the number of patients being vaccinated increase further, I am hopeful that the light at the end of the tunnel becomes closer. In the meantime, I would encourage everyone to continue to follow the current guidelines regarding Covid-19. We're all in this together and will get through it!

With best wishes

David Ramsay—Business Manager



## COVID-19 VACCINATION GUIDANCE

The table below has been designed to assist patients with regards to who to turn to for assistance regarding the Covid-19 vaccination programme. As mentioned previously, we are unable to vaccinate any patient under the age of 80 years who is not housebound.

<p><b>Aged 80 years or over</b> <b>(Born on / before 31/03/1941)</b></p>	<p>All patients have been contacted and offered a vaccination. If you feel we may have missed you, please contact the practice on 01382 543251 to discuss further.</p> <p>All patients who have received their 1st vaccination will be contacted by the practice to arrange their 2nd vaccination. There is no need to contact the practice.</p> <p>All patients who are housebound have been offered their 1st vaccination and vaccinated.</p>
<p><b>Aged 79 or under and not housebound</b> <b>(Born on / after 01/04/1941)</b></p>	<p>You will receive a letter from NHS Fife with an invitation to attend a vaccination hub. If you need to change your appointment or do not wish to be vaccinated, you should contact the telephone number on your letter to discuss further.</p> <p>If you have not received a letter and feel you belong to a cohort currently being offered a vaccination, you should contact the helpline on 08000308013 or complete the online form which can be found at <a href="https://invitations.vacs.nhs.scot/">https://invitations.vacs.nhs.scot/</a></p> <p>NHS Fife will contact you to arrange your 2nd vaccination or issue you with an appointment when you attend a vaccination hub.</p>
<p><b>Aged 79 or under and housebound</b> <b>(Born on / after 01/04/1941)</b></p>	<p>You will receive a letter from NHS Fife with an invitation to attend a vaccination hub. You should contact the telephone number on your letter to advise them that you consider yourself to be housebound. NHS Fife will then discuss your housebound needs with you. If NHS Fife consider you to be housebound, the practice will receive your details from NHS Fife. A home visit will be arranged by the district nursing team to administer your vaccination.</p>

## OTHER PRACTICE NEWS

- Dr Gilmour will return to the practice during the month of April following a period of maternity leave. We look forward to welcoming Dr Gilmour back who will be in practice every Monday, Thursday and Friday.
- Our telephone system will be upgraded during the month of March. The system aims to improve the way in which patients contact the practice by making more lines available and advising patients of their position in any queue when contacting the practice. The system will also enable the practice to monitor exactly the number of calls coming into the practice each day, the length of time taken to answer each call, the length of time taken to assist patients whilst they are speaking to a receptionist and identify how busy are phone lines are throughout the day.
- Our healthcare assistant, Lynn Law, has recently completed her vaccination training. This means Lynn can now administer vaccinations such as Vitamin B12, Influenza, Shingles and other minor vaccinations.
- Please continue to monitor our practice website at [www.tayviewmp.org.uk](http://www.tayviewmp.org.uk) for the most up-to-date information regarding any important practice business.
- We welcome Samantha Buckley; Mental Health Practitioner to Tayview. Samantha will be based at the practice every Wednesday and her role is to assist patients who are struggling with their mental health. You may find our receptionists offer you an appointment with Samantha who is able to provide you with help and support regarding your mental health. Samantha's appointments have also been designed to provide patients with more time during their consultation.
- A recent change following the redesign of urgent care now means any patient who sustains a minor injury within 5 days should now contact NHS 24 on 111 to be provided with an appointment to attend a Minor Injuries Unit. An example being an injured ankle due to a fall sustained 4 days previously can now be assessed at Minor Injuries with x-rays being arranged (if appropriate) rather than being referred by a GP.