

SUMMER IS FINALLY HERE!

Tips for keeping healthier this summer in the sunshine:

Sunburn

Remember to use a good quality sun cream and be in the shade at regular intervals. Consider wearing a hat to prevent sunstroke. If you get burnt, have a cool shower or bath and apply a good quality after-sun. If you are seriously burnt, you should seek medical attention.

Dehydration

Make sure you drink plenty of water, fruit juices or ice pops and avoid too much alcohol.

Bites & Stings

If you get bitten or stung, try to remove the sting (if still left) with tweezers. Wash the area with soap and water, put a cold flannel on the area and raise the area to avoid swelling. Use an antihistamine cream or spray and avoid scratching the area as this can cause infection

TRAVEL CLINIC

The Practice ceased providing a Travel Clinic service on 8th May 2018. Unfortunately, given the increasing pressure on our appointment system, and to free up nursing capacity, the doctors of Tayview took the decision to withdraw our Travel Clinic service. Although our service has been withdrawn, you are still entitled to receive certain vaccinations for travel which are available under the NHS and we will continue to provide prescriptions for these vaccinations whilst offering you an appointment to have these administered at the practice.

If you require travel advice, please speak to a receptionist who will be able to assist you further. You will also find further information on our website under the "other services" tab.

GENERAL DATA PROTECTION

REGULATIONS (GDPR)

Your confidential information

The General Data Protection Regulations (GDPR) are a new law that determines how your personal data is processed, kept safe and also advises you of the legal rights you have in relation to your own data. The regulation came into effect on 25th May 2018.

Tayview Medical Practice adheres to the GDPR. For further information regarding how we process your information, your individual rights regarding your information and our privacy policy, please visit our website (www.tayviewmp.org.uk). Alternatively, each practice has a Data Protection information board which details how we comply with the GDPR and what you can expect.

AUTOMATED BOOKING SYSTEM

Our automated telephone booking system ceased being available on 14th May 2018. Following an audit of this system, it was noted that just under half of these appointments booked resulted in the patient not attending or cancelling their appointment. There had also been a reduction in patients using this service with more patients now booking online instead.

We would encourage patients to register for online booking by speaking with a receptionist. Alternatively, appointments can still be made by contacting the practice and selecting option 3.

NEW MEMBERS OF STAFF

The practice will have a new GP commencing with us on 18th June 2018. Dr Peter Kiehlmann will be providing surgeries every Monday and joins us with a wealth of experience as a GP. Dr Kiehlmann will also be teaching medical students every Thursday within the practice.

We also welcomed our new receptionist, Kathryn, to our practice. We would welcome your patience whilst Kathryn learns the role of her receptionist position.

DID NOT ATTEND RATE

Unfortunately, despite providing a wide range of systems to help patients cancel appointments, we had a total of **194 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. This can be done online, by contacting the practice or replying 'CANCEL' to any appointment reminder you receive by text.

Patients who repeatedly fail to cancel or show for an appointment will be removed from our practice list.

Over the last 3 months we also provided a total of 5802 GP appointments, 971 telephone consultations and 357 home visits.

NEW PATIENT INFORMATION BOOKLET

We have recently developed a new patient information booklet. The booklet provides all the helpful information you may require regarding our practice. The booklets can be collected at both Newport and Tayport practices and you are welcome to request a copy from reception.

TAYPORT REFURBISHMENT

Over the coming months, we will be carrying out some refurbishment of the GP consultation rooms and reception area at our Tayport practice. We would ask you to kindly be aware that decorators may be in the practice at times carrying out decoration work.

REQUESTING MEDICATION FOR HOLIDAYS

If you are requesting your medication earlier or needing an extra supply due to holidays please inform the prescription clerk, so we are able to provide you with the correct prescription needed.

We ask that if you are travelling earlier than you prescription due date we have at least a few working days' notice.

PRACTICE WEBSITE

Our practice website has been developed to keep our patients up-to-date with important information. We would encourage our patients to make use of our practice website in order to keep up to date with the most recent news regarding our practice. You can view our website by visiting www.tayviewmp.org.uk.

PATIENT FEEDBACK

We always welcome patient feedback. Such feedback can include suggestions for improving the service we offer to you and compliments. Over the year, we have received a number of positive compliments from patients regarding the service we provide. Some of those compliments are detailed below:

"I am writing to intimate my grateful thanks to the GPs, Community Nursing team and Practice Nurse team for their exemplary care and attention over the past 3 months".

"I wish to bring to your attention the positive and caring attitude I received from your reception team".

"My first visit to the practice and I am very impressed. Provided with an appointment that day and the GP went above and beyond to get me the treatment that I needed. Well Done!"

"Always a great welcome to the practice".

If you wish to provide feedback to the practice, please ask a receptionist for a feedback form. All feedback is responded to by our Business Manager and helps us improve our service that we offer to our patients.

PRACTICE CLOSURE

The practice will be closed on Monday 1st October 2018 for a public holiday. NHS 24 will be providing cover and can be contacted by dialling 111. In an emergency, you should dial 999 and request the ambulance service.