



# PRACTICE NEWSLETTER

SUMMER 2019

## TIPS FOR HAY FEVER SUFFERERS



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The NHS has devised some helpful advice for hay fever sufferers, which is shown below:

**DO**

- Put Vaseline around your nostrils to trap pollen
- Wear wraparound sunglasses to stop pollen getting into your eyes
- Shower and change your clothes after you've been outside to wash pollen off
- Stay indoors whenever possible
- Keep windows and doors shut as much as possible
- Buy a pollen filter for the air vents in your car and vacuum cleaner with a special HEPA filter

**DON'T**

- Do not cut grass or walk on grass
- Do not spend too much time outside
- Do not keep fresh flowers in the house
- Do not dry clothes outside—they can catch pollen

**If you suffer from hay fever, you do not need a GP appointment or prescription to discuss your symptoms. Your local chemist will be able to assist you with any questions you may have and what treatments can be recommended over the counter.**



As you will be aware, the practice has faced a perfect storm over the Spring/Summer months regarding GP availability. Both Dr MacKintosh and Dr Barrs have been absent due to ill health and Dr Gilmour remains on maternity leave. The reduction in GP appointments has resulted in the practice adopting an 'urgent on the day' appointment system whereby patients requesting to be seen will be offered an urgent appointment that day.

Unfortunately, Dr MacKintosh continues to be absent due to ill health but is keen to return back to Tayview as soon as he is able to. We are pleased to announce that Dr Barrs will be returning back to Tayview from 24/07/2019 on a phased return with the intention that Dr Barrs will be providing her full number of sessions each week from week commencing 19th August 2019. We are also pleased to announce that we will slowly start to reintroduce routine appointments to our appointment system over the coming weeks. If a patient feels their symptoms require a routine appointment, rather than an urgent appointment, they should ask our reception staff whether any routine appointments are available for booking. Routine appointments will also be found online for booking and patients are encouraged to register for our online booking system.

We will continue to keep providing updates via our website and, again, are very appreciative to our patient population for the patience and understanding they have shown over the last number of months.



## HEAT EXHAUSTION AND HEATSTROKE

As the temperature rises this Summer, the risk of heat exhaustion or heatstroke rises too. To help prevent heat exhaustion and heatstroke, the NHS has developed some helpful advice shown below:

- Drink plenty of cold drinks, especially when exercising
- Take cool baths or showers
- Wear light-coloured loose clothing
- Avoid the sun between 11am and 3pm
- Avoid excess alcohol
- Avoid extreme exercise

**IF YOU FEEL YOU ARE SUFFERING FROM HEAT EXHAUSTION OR HEATSTROKE, YOU CAN GET HELP BY CALLING NHS 24 ON 111 OR, IN AN EMERGENCY 999. FURTHER INFORMATION CAN ALSO BE FOUND AT [WWW.NHS.UK/HEATWAVE](http://WWW.NHS.UK/HEATWAVE)**

### APPOINTMENT PROVISION

During the period 01/03/19–31/05/2019, we had **187 appointments** made by patients who failed to turn up or cancel their appointment. It is essential that you contact the practice to cancel any appointments that you no longer require in order that your appointment can be provided to another patient. Patients who repeatedly fail to cancel or attend their appointments will be removed from our practice list.

We provided the following appointments during 01/03/19–31/05/2019:

	MARCH	APRIL	MAY
GP APPOINTMENTS	2211	1889	2168
TELEPHONE CONSULTATIONS	321	279	348
HOME VISITS	103	82	55



At this time, a new GP contract is currently being developed with the Scottish Government. The first part of that contract has been agreed between GP representatives and the Scottish Government. The first part of the new GP contract means new resources will be placed into general practice and this has already begun within NHS Fife. Resources such as additional phlebotomy appointments, an immunisation team who administer vaccinations and additional pharmacist provision is already available at Tayview. In the near future, we expect to receive advance nurse practitioners, mental health triage nurses and a variety of other clinical resources being placed within practices throughout Fife.

As the resources become available within Tayview, the practice will be looking to introduce a care navigation system which will provide reception staff with the skills and knowledge required to navigate you to the most appropriate primary care specialist regarding your conditions. The practice will be assessing what local services are available within our area before developing a robust directory of those services that care navigators (reception staff) can direct you to.

This new system is not about the reception staff making clinical decisions. Patients will be navigated to the most appropriate healthcare professional regarding their needs. The aim of this new system is to provide our patients with a wider selection of relevant services in order for them to make an informed decision regarding their needs. This system also aims to reduce the waiting time to see a GP whilst enabling patients to experience shorter waiting times for the service they are directed to. As a result of this system, GP time will be released to do more of what only they can do such as spending more time with people with longer term, more complex needs.

We will aim to keep our patients informed regarding the development of this new system.