



TAYVIEW MEDICAL PRACTICE SUMMER 2020 NEWSLETTER

THANK YOU FROM THE PRACTICE

Dear Patients

Firstly, I would like to thank you on behalf of the practice for your help and support during this extremely challenging time. We have heard, and seen, how the communities within our practice area have pulled together to support each other—especially those patients who are shielding and are most vulnerable. We have also seen how incredibly patient each of you have been in relation to the changes to our current systems whilst accepting that we are just not able to see you in the way we would have previously. For this, I thank you.

As the days and weeks progress, the practice will continue to follow all guidance received from our colleagues at NHS Scotland. It is highly unlikely that life will return to normal (as we used to know it) for some time and the practice is in the process of finding new and innovative ways for us to still meet your health needs. You may have noticed some of these new ways if you have been in contact with the practice. Examples include sending pictures into the practice, using your mobile phone, for the doctors to look at rashes, emailing you through any MED3 (fitnote) that has been requested or using the video consultation service called 'NearMe' to have a consultation with a GP. At present, we simply need to continue to maintain social distance measures in order to stop infection rates increasing again and, it is for this reason, that any requests for appointments will continue to be triaged before hand by our clinical team before any appointment is offered.

Please remember, we remain open for all non-Covid related issues that are urgent. We're still here for you if you are unwell and need help. Unfortunately, due to the fear of possibly being sent into hospital, many patients nationally are hiding more serious problems. If you are experiencing significant health problems such as unexplained bleeding, new lumps and bumps that you are concerned about, unexplained weight loss or any other medical issue which you have been holding off speaking to a GP or nurse about, please contact us so that we can assist you further. We don't send patients into hospital unless there is a serious need to. The doctors and nurses are keen to catch worrisome symptoms early so that they can address them and hopefully find a solution whilst keeping you safe from potential Coronavirus exposure. Please also remember that if you have a chronic medical condition that is usually reviewed yearly by our nursing team such as diabetes or asthma, and are experiencing challenges with the management of your condition, please give us a call to discuss further. We can arrange a telephone consultation with a member of the practice nursing team to help assist you further with the management of your condition.

Please also note that if you are seen at the surgery, the doctor or nurse seeing you may be wearing protective equipment such as a face mask, gloves and apron. They may ask you to wear a face mask too. Please don't be alarmed by this, the staff are simply taking safety precautions for both you and them.

We are hopeful, as the weeks pass by, that we will be able to resume some of our services but this will be dependent on guidance being received from NHS Scotland. Please continue to keep yourself updated with developments by visiting our practice website (www.tayviewmp.org.uk) which contains the most up-to-date information available regarding the practice.

Lastly, we appreciate that some of you will be really struggling. At the end of this newsletter, you will find some resources which you are able to contact for assistance.

With best wishes

David Ramsay—Business Manager

Blood Tests Requested By The Hospital



Due to the current Covid-19 situation, and to reduce the risk of transmission, all blood tests that are requested by the hospital will be carried out at Dundee Dental Hospital. This includes all bloods which a clinician may have requested you have taken, pre-chemo bloods and any other blood tests which you need to have taken prior to a review by the hospital clinicians.

This new system ensures that all patients are having their blood sample taken in a 'green zone'. The process involves your clinician requesting the blood test using an electronic request system. When you are due to have a blood sample taken, you should contact Dundee Dental Hospital on **01382 496760** who will assist you with arranging an appointment to attend. The results of your test

will then be received by your clinician rather than the practice.

Track & Trace



Stay home

Protect the NHS
Save lives

NHS Scotland's Track & Trace system is now live and involves contact tracing. Contact tracing is a well-established public health intervention and is part of the national Test and Protect approach to containing Covid-19.

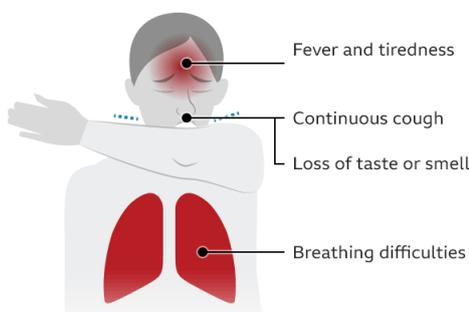
Track & Trace is a public health measure designed to interrupt the spread of Covid-19 by identifying people who have the virus, tracing those who have been in close contact with that person for a long enough period of time to be at risk of infection, supporting those close contacts to self-isolate and, in turn, it will gradually change the restrictions so we can avoid a return to lockdown and adapt to a new normal.

Any person who tests positive for Covid-19 will be put in touch with their local contact tracing team to help identify who they've been in close contact with. These teams are known as contact tracers. Contact tracers will ask you questions to find out who you live with, which people you have been near recently and where you have been. From the questions asked, the team will decide which of those people are considered to be close contacts and will contact those close contacts to advise them to self isolate for 14 days. The contract tracers will not inform any close contact that you are infected.

Further information can be found by visiting www.nhsinform.scot and selecting the Coronavirus information tab.

Do you have symptoms suggestive of Covid-19?

Coronavirus: Key symptoms



As the practice continues to try and maintain being a 'green zone', it is important patients continue to avoid approaching the practice in person unless they have been advised to do so by a member of our clinical team.

If you have symptoms suggestive of Covid-19 (fever, a new and persistent cough, loss of taste or smell or shortness of breath) you should arrange to be tested for Covid-19. To arrange an appointment for testing, you should go to <http://www.nhs.uk/ask-for-a-coronavirus-test>. It is important that you are tested in order to allow for Track & Trace to occur if you results are positive.

If you are suffering from Covid-19 symptoms and simply want advice on how to manage your symptoms from home, you should visit

www.nhsinform.scot where further information on managing your symptoms from home can be found.

If you are suffering from Covid-19 symptoms and you feel your symptoms are getting worse, you should contact NHS 24 for further advice by dialing 111. Your call will be triaged and you will be able to speak to a member of NHS 24 clinical team if this is felt necessary.






CATCH IT.



BIN IT.



KILL IT.

Coronavirus

Wash your hands with soap and water more often for 20 seconds

1

 Palm to palm

2

 The backs of hands

3

 In between the fingers

4

 The back of the fingers

5

 The thumbs

6

 The tips of the fingers

Other Practice News

- Dr Gilmour will commence maternity leave on Monday 20th July and will return back to the practice during the Summer of 2021. The practice has secured locum cover to cover all of Dr Gilmour's days of work.
- The practice would like to thank the following people and companies for their support during this challenging time which was very much appreciated and thoughtful:
 - Kitschnbake, Newport
 - Mr Frazer Monks
 - Angus Technology Teachers
 - Peter Murphy Accident Repairs
 - For the love of scrubs
 - Craighead Nursing Home

Contacts Offering Emotional Well-Being & Support

- **School Nurse Service Phonenumber (Fife H&SCP)** - For young people to pick up the phone and chat about families, anxieties, physical or mental changes, or anything else they feel their friendly school nurse may be able to help the with:
 - Tel: 01592 729393 (available 11am to 1pm)
- **CRUSE Bereavement Care (For bereavement support):**
 - www.cruse.org.uk
- **Breathing Space (Mental Health Support):**
 - Tel: 0800 838587 or visit www.breathingspace.scot

NHS Inform is Scotland's National Health Information Service. If you require details of services available that offer emotional wellbeing and support, you should visit www.nhsinform.scot which will provide you with a wealth of information and services.