**Winter Newsletter 2016**

**Welcome to our Tayview Winter Newsletter**

**MERRY CHRISTMAS AND A HAPPY, HEALTHY, NEW YEAR**

**Flu Clinics 2016/2017**

We are still taking bookings for annual flu jabs. Flu vaccines will be available till the end of March. We recommend all patients over 65, or anyone with a chronic disease e.g. diabetes, COPD, heart disease, has a flu jab. Asthmatics are also entitled if a steroid inhaler forms part of their treatment plan. Please arrange an appointment with one of our receptionists.

**Medication over the Festive Season**

Did you know that medicine wastage costs NHS Fife over £2,000,000 per year? We are grateful to patients for helping reduce the wastage of medication by only ordering the medication they require. Please be organised over Christmas and New Year by ensuring your medication is ordered in plenty of time but please do not double up your prescription order as pharmacies are open over the festive period.

**Cough and cold advice during winter**

**T**here is no cure for the common cold and antibiotics have no effect on viruses, but you can treat the symptoms with some practical self-help measures and over the counter medicines. Your local Pharmacist has been trained to advise you on what is best for you.

**Medication changes**

The cost of medication is rising and NHS Fife is currently looking at how to reduce those costs involved. NHS Fife will be asking all practices to follow a formulary regarding medication. This formulary will help reduce NHS Fife’s prescribing budget by suggesting to practices what medication should be offered as a first line choice to patients. You may notice, over the coming months, that certain medication which you are prescribed may be changed to a more cost effective alternative. You will be advised of such changes by our pharmacy team and the reason for that change.

**Appointments**

Please note that we continue to experience a high demand for appointments. We have recently increased the number of appointments available each day and offer more appointments each day than we are contractually obliged to do so. We also provide an extended hour surgery, once per week, to assist patients who find it difficult to arrange an appointment during working hours. If you are running late for your appointment, or cannot attend your appointment, please contact us ASAP to let us know. If you are more than 10 minutes late for an appointment we may have to ask you to rebook. This is because other patients are waiting to be seen and any delays can lead to a backlog of patients then becoming late themselves.

** Practice closures / staff training dates**

 The practice will be closed on the following public holidays:

* Monday 26th December 2016
* Tuesday 27th December 2016
* Monday 2nd January 2017
* Tuesday 3rd January 2017

The practice will be closed for staff training from 12:30 on:

* Tuesday 21st February 2017

NHS 24 will be providing cover over the above dates and can be contacted by dialling 111. If you feel your medical concern is life threatening, you should dial 999

**Prescription requests**

Please note that the practice requires 2 full working days to issue your medication requests. If you order your prescription via the chemist, we still require 2 full working days to process your prescription before forwarding to the chemist.

**DNA (did not attend) and appointments offered from 01/09/16 to 30/11/16**

In the last 3 months we have had a total of 160 DNA (did not attend) appointments which are shown below:

* September – 60
* October – 47
* November – 53

We also provided a total of 6569 GP appointments, 205 house calls & 828 telephone consultations:

* September – 2211 GP appointments, 64 House calls & 259 Telephone consultations
* October – 1985 GP appointments, 71 house calls & 283 telephone consultations
* November – 2373 GP appointments, 70 house calls & 286 telephone consultations

**Repeated DNA (did not attend) offenders may be removed from the Practice list.**

To cancel appointments please call:

01382 543251

**Shingles Vaccinations**

The practice is now offering Shingles vaccinations to all patients who are eligible to receive this. Those patients who are eligible have been invited by letter to arrange an appointment. If you have received a letter from the practice, please discuss your appointment needs with our receptionist.

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