

TAYVIEW MEDICAL PRACTICE

WINTER 2023 NEWSLETTER



STAFF UPDATES

Kimberley, Susan and Sharon recently became new members of our reception team and we welcome them to the practice. As always, we're grateful to our patients for their patience whilst our new receptionists proceed through their induction and training.

Dr Isabel Gartner recently joined our practice team too and will be with the practice for the next 4 months. Dr Gartner is a junior doctor (FY2) and is proceeding through her training. Whilst with us, Dr Gartner will be overseen by a GP each day and patients may find they are provided with an appointment to see Dr Gartner.

MINOR SURGERY CLINIC

We are pleased to announce, following a period of postponement, our Minor Surgery clinic will recommence from January 2024. Patients currently on our waiting list will be contacted by our practice secretary regarding an appointment. Dr Goudie will be responsible for providing this clinic and will be assisted by a member of our nursing staff.

CONTACTING THE PRACTICE BY TELEPHONE

We're aware how challenging it can be contacting the practice at 8am each morning. Our reception team are answering all calls as quickly and safely as possible however, given the high number of calls coming into the practice each morning, patients may notice a wait for their call to be answered. Please help us to help you by:

- Phoning for test results after 2pm each day
- If you require an appointment with a nurse, please call after 10am each day.
- For non-urgent queries, please call after 10am each morning.

PRACTICE OPENING HOURS OVER THE FESTIVE PERIOD

The practice will be closed on the following days:

- Monday 25th December and Tuesday 26th December
- Monday 1st January and Tuesday 2nd January

NHS 24 will be providing urgent care during the above dates and can be contacted by dialling 111 if you feel your medical need cannot wait until the practice reopens. The NHS Inform website also provides useful help and advice regarding the management of medical conditions. Patients can view the website by visiting www.nhsinform.scot

In a life threatening emergency, you should dial 999 and request the ambulance service.

PRACTICE FIGURES (AUTUMN 2023 - SEPTEMBER TO NOVEMBER)

During the Autumn 2023 period, the practice provided a total of 9547 appointments (excluding emergency appointments) based on the following:

- 3917 Face to face appointments with a GP or ANP
- 1236 Telephone consultations with a GP
- 165 Home visits provided by a GP or ANP
- 4229 Nurse appointments

We also handled:

- 15672 Telephone calls into the practice
- 14285 Prescription requests (acute and repeat)

Sadly, we had 294 appointments wasted due to non-attendance or cancellation of appointments despite those appointments either booked on the day (urgent appointment) or up to one week in advance. This equated to 49 hours of wasted appointment time.

CALL RECORDING

The practice will be upgrading its call recording system in January. Patients should be aware that all incoming and out-going calls will now be recorded fully.

ACUTE ILLNESS CLINIC

From Monday 15th January 2024, the practice will be trialling an 'Acute Illness Clinic' service. If you, or your child, need medical attention for an acute illness or other immediate (urgent) problem, you are welcome to visit our Acute Illness Clinic for urgent care.

This service will run every **Monday morning** from our Newport site between the hours of 08:30am and 10:30am and patients are welcome to drop into the practice without the need to phone the practice in advance.

Any patient attending during these hours for an acute illness will be booked into the Acute Illness Clinic. Patients will be asked for a very brief idea of their medical problem (such as chest infection). Where your medical issue can be better dealt with by an alternative healthcare professional (Care Navigation), our reception team will direct you to those services.

We anticipate the Acute Illness Clinic will be busy and it is important that patients note the following:

- Patients may not be seen in order of arrival as this will depend on the urgency of the acute issue.
- As this is a drop-in service, patients must be prepared to wait to be seen.
- Patients should attend with one acute issue only.
- All of our clinicians will be partaking in the Acute Care Clinic and patients will not have a choice of clinician to see. If you would prefer to see a particular clinician, you should arrange a pre-bookable appointment.

CONTACT DETAILS

Are your contact details up to date? It really is important that the contact details we hold for you on our system are up to date. If you are unsure, you can always check with a member of our reception team next time you are popping into the practice. Mobile phones numbers are extremely important as we use our text messaging system regularly to make contact with patients.

KEEPING UP TO DATE

The practice uses a variety of methods to keep patients up to date with practice information. Patients can join our Facebook Group Page by searching for Tayview Medical Practice. Our website can be viewed by visiting www.tayviewmp.org.uk. Patients can also register to receive our quarterly newsletter by emailing Fife.F21609Tayview@nhs.scot and typing 'Newsletter' into the subject box.

GET THE RIGHT CARE IN THE RIGHT PLACE



	<p>NHS inform includes self-help guides for a range of common conditions: NHSinform.scot/self-help-guides If you think you need A&E, but it's not life threatening, call NHS 24 on 111. If you need same day medical attention that cannot wait for your GP Practice to reopen, call NHS 24 on 111.</p>	<p>NHS 24</p>
	<ul style="list-style-type: none"> • Colds • Cold sores • Sore throat • Diarrhoea or constipation • Indigestion • Aches and pains • Help if you run out of your repeat prescription 	<p>Pharmacist</p>
	<p>Contact your GP Practice Call NHS 24 on 111, 24/7, 365 days a year Breathing Space: 0800 83 85 87 Weekdays: Monday - Thursday 6pm to 2am Weekend: Friday 6pm - Monday 6am</p>	<p>Mental Well-being</p>
	<ul style="list-style-type: none"> • Tooth pain • Swelling to your mouth • Injury to your mouth • Painful or bleeding gums • Advice on oral hygiene 	<p>Dentist</p>
	<ul style="list-style-type: none"> • Red or sticky eye • Pain in or around your eye • Blurred or reduced vision • Flashes and floaters 	<p>Optometrist</p>
	<p>A range of clinicians, including doctors, nurses and sometimes pharmacists and physiotherapists to help you with both mental and physical health issues.</p>	<p>GP Practice</p>
	<ul style="list-style-type: none"> • Cuts and minor burns • Sprains and strains • Suspected broken bones and fractures 	<p>Minor Injuries Unit</p>
	<ul style="list-style-type: none"> • Suspected heart attack or stroke • Breathing difficulties • Severe bleeding 	<p>A&E or 999</p>

If you are unsure about where to go or who to see, find out at:

[NHSinform.scot/right-care](https://www.nhs.uk/infomedia/right-care)