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Dear Patient

### **Changes to Opening Hours of our Tayport Surgery**

The doctors of Tayview Medical Practice have taken the difficult decision to reduce our opening times at our Tayport (branch) site and I thought it would be helpful for you to understand the reasons for this change.

As you may be aware from national media reports, the demand on General Practice to deliver services to patients continues to increase. There is also a GP recruitment crisis at present with large numbers of practices being unable to fill GP positions which is impacted further by a decreasing number of GP locums becoming available to assist practices with GP coverage when required.

As a practice providing services across two locations (Newport and Tayport), we are finding it increasingly difficult to sustain services at our Tayport practice. This is especially difficult in the later part of the day when there has often been no GP coverage available for our Tayport site. This results in our staff working alone at Tayport which is an unsustainable position for our staff who we have a duty of care to ensure their personal safety is assured. Furthermore, the practice currently has a reduction in GP appointments which equates to 1 full time GP. This will be compounded further from September 2019 with the retirement of another full time GP. Unfortunately, despite repeated requests for locum assistance, the practice is finding it increasingly challenging to fill the reduction in GP appointments.

Given the above, the practice applied to NHS Fife for approval to change the opening hours of our Tayport Surgery. Approval was received on 20/03/2019. **From Monday 3<sup>rd</sup> June 2019, our Tayport Surgery opening hours will change to Monday to Friday 08:00 – 12:00.**

We would like to reassure our patients that all services currently provided from our Tayport Surgery will continue to be provided during the hours of 08:00 – 12:00. Other services including genuine home visits will not be affected by this change. Patients will continue to have the option of being seen at our Newport Surgery during the afternoons should they require an appointment.

We are grateful to our patient population for their understanding regarding the above changes. This decision was not taken lightly by the doctors of the surgery but, unfortunately, has become necessary in order to continue to provide a sustainable GP service whilst taking account of both patient and staff safety.

Yours faithfully

**MR DAVID RAMSAY**  
Business Manager