

SUMMER NEWSLETTER 2017

Special points of interest:

- Appointment access & demand
- SPIRE
- Summer is here
- Test Results
- Appointment rates & non-attendance
- Pain review Clinic
- Know who to turn to when you're ill
- Are you needing your repeat prescription early?
- Walking

TEST RESULTS

Please note, we will not contact you regarding your results if no action is needed. If you need more information on how long your test results are likely to take to come back from the hospital please ask the nurse.

You do not need to ring the practice for results. We will contact you if there is a problem.

Please make sure your telephone number is up to date at all times.



APPOINTMENT ACCESS & DEMAND

As you may be aware from media reports, general practice is under increasing pressure regarding access to appointments. This is not a situation faced by Tayview alone and practices across the country are facing increasing demand due to the increasing healthcare needs of practice populations.

In order to meet this demand, we are currently trialing a new appointment system which is in the process of being audited internally by the practice. Following a review of our previous appointment system, it was determined that the request for on-the-day urgent appointments was increasing significantly. As a result, we

have increased the number of urgent appointments each day which has resulted in the number of routine bookable appointments per day being decreased to meet the demand for urgent appointments. This allows our patients who feel their symptoms are urgent and cannot wait until our first routine appointment to be seen by a doctor that day.

Our previous appointment system was unsustainable given the demand placed on our appointment system and we feel this new system provides for a safe and sustainable service, using the limited resources we currently have, in order to meet the needs of our practice population.



See overleaf for tips on keeping healthy this summer.



SPIRE (Scottish Primary Care Information Resource)

GP records let doctors provide patients with the care they need but are also the closest item of information available for providing a comprehensive lifelong record of a patient's health history. As such, GP records are an extremely valuable source of information.

The SPIRE project is a collaboration between the Scottish Government and NHS National Services Scotland. It aims to unlock the

potential of this information by allowing your information to be extracted from GP practice systems for a number of purposes (e.g. audit, disease surveillance, benchmarking, planning and research).

To ensure that any data extracted will be safely and securely handled, and that confidentiality of information in patient records is safeguarded, an Information Governance Framework has been

developed. This describes principles and arrangements that will underpin SPIRE and to which the service will adhere to ensuring patient confidentiality is always maintained.

Further information regarding SPIRE can be accessed at www.spire.scot

SPIRE
SCOTTISH PRIMARY CARE
INFORMATION RESOURCE

Appointment rates and non-attendance

In the last 3 months, we have had a total of 152 DNA (did not attend) appointments. We kindly ask that any appointment which is no longer required is cancelled in order to allow another patient the opportunity of using that appointment.

We also provided a total of 6051 GP appointments, 389 house calls & 896 telephone consultations:
 MARCH - 2375 GP appointments, 136 house calls & 354 telephone consultations
 APRIL - 1528 GP appointments, 113 house calls & 252 telephone consultations
 MAY - 2148 GP appointments, 140 house calls & 290 telephone consultations.

REPEATED DNA OFFENDERS MAY BE REMOVED FROM THE PRACTICE LIST. TO CANCEL APPOINTMENTS PLEASE CALL: 01382 543251

Are you needing your repeat prescription early?

If you need to request your repeat prescription early (for example, you are going on holiday and likely to run out of your medication whilst away), please detail the reason why you are requesting your medication early using your repeat ordering slip. This will help prevent any delays in your prescription being issued and save you being contacted by the practice to discuss your request further.



Pain review clinic

Tayview has been provided with additional pharmacy sessions to assist with the reviewing of patients on certain pain medication and provide those patients with the opportunity to discuss managing their pain. Patients who are eligible will be contacted directly to arrange an appointment with the pain pharmacist.



When you're ill, know who to turn to.

Choose the right option for your condition.
www.nhsinform.co.uk

	<ul style="list-style-type: none"> • coughs and colds • sore throat • indigestion • diarrhoea or constipation • aches and pains • help when you run out of your repeat medicine <p>Pharmacist (self care)</p>
	<ul style="list-style-type: none"> • vomiting • ear pain • sore belly • backache <p>GP Practitioner</p>
	<ul style="list-style-type: none"> • tooth pain • swelling to your mouth • painful or bleeding gums • injury to your mouth • advice on oral hygiene <p>Dentist</p>
<p>111</p>	<p>When your GP and local pharmacy are closed, and you are too ill to wait for them to re-open, call 111</p> <p>NHS 24 111</p>
	<ul style="list-style-type: none"> • cuts and minor burns • sprains and strains • 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>999 or A&E</p>

SUMMER IS HERE!

As the days get longer and warmer, we have a few tips for keeping healthier this summer in the sunshine:

Sunburn:

Remember to use a good quality sun cream and be in the shade at regular intervals. Consider wearing a hat to prevent sunstroke. If you do get burnt, have a cool shower or bath and apply a good quality after-sun. If you are seriously burnt you should seek medical attention.

Dehydration:

Make sure you drink plenty of water, fruit juices or ice pops and avoid too much alcohol.

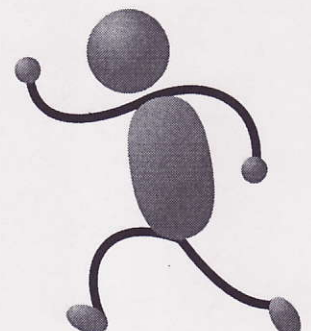
Bites & Stings:

It is not easy to avoid hungry insects in the summer heat but if you do get bitten or stung, try to remove the sting (if still left) with tweezers. Wash the area with soap and water, put a cold flannel on the area and raise the area to avoid swelling. Use an antihistamine cream or spray and avoid scratching the area as this can cause infection.

Walking is the perfect activity for health!

Did you know? Walking can...

- Make you feel good
- Give you more energy
- Help you sleep better
- Help you reduce stress
- Keep your heart 'strong'
- Reduce blood pressure
- Help to manage your weight



Know Who To Turn To

For services near you visit: www.knowwhototurnto.org

