

WINTER NEWSLETTER 2017

Special points of interest:

- Flu Campaign
- Prescriptions
- Test Results
- SMS & Email
- Practice Closure Dates
- Practice Improvements
- Appointment Rates & Non attendance
- Staff Updates
- You said, we listened, we actioned

FLU CAMPAIGN

It is still not too late to have your flu injection. If you are over 65 years of age, or have a chronic condition that entitles you to receive a flu vaccination, please speak to one of our receptionists who will be happy to arrange you an appointment.



PRESCRIPTIONS OVER THE FESTIVE PERIOD

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.

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.



We have recently upgraded our text messaging service to provide you with a better service. Some patients may have noticed this already when they were reminded about our influenza clinics. We will be making full use of our text messaging software to keep our patients informed about important practice information. However, we need your help to ensure this service is used to its full advantage. Please provide the practice with your mobile telephone number in order to use this service. You can now cancel appointments too by replying CANCEL to your text reminder regarding any appointments you have made. If we have an email address for you, you should now be receiving appointment reminders via email also.

Winter

At the first sign of a winter illness seek advice from a pharmacist



APPOINTMENTS ISSUED AND DNA RATE

In the past 3 months, we have had a total of **130 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 5872 GP appointments, 307 house calls & 975 telephone consultations:

SEPTEMBER – 1939 GP appointments, 87 house calls & 349 telephone consultations

OCTOBER - 1869 GP appointments, 107 house calls & 319 telephone consultations

NOVEMBER - 2064 GP appointments, 113 house calls & 307 telephone consultations.

Since November 2016, we have provided a total of 24441 GP appointments, 1079 house calls and 3696 telephone consultations. **Over the year we had a total of 573 appointments wasted by patients not attending or cancelling their appointments.** This essentially means that nearly 100 hours of GP appointment time was wasted with other patients being unable to book these appointments had they been cancelled.

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

PRACTICE CLOSURE DATES

Please note, over the Winter period, the practice will be closed on the following dates:

Monday 25th December - Public Holiday

Tuesday 26th December - Public Holiday

Monday 1st January 2018 - Public Holiday

Tuesday 2nd January 2018 - Public Holiday

Wednesday 21st February 2018 - Our practice will be closed from 12:30. We will reopen at 8am the following morning. This is to allow for staff training to occur.

MEDICAL ADVICE IS ALWAYS AVAILABLE FROM NHS 24 WHEN THE PRACTICE IS CLOSED. YOU SHOULD CONTACT NHS 24 BY DIALLING 111 IF YOUR MEDICAL ISSUE CANNOT WAIT UNTIL OUR PRACTICE RE-OPENS.

STAFF UPDATES

Over the Autumn period we said goodbye to Practice Nurse Helen Connelly who has moved onto a new position within NHS Tayside. We will be welcoming a new Practice Nurse; Jerry Rufolo, to the practice in December who joins us from another GP practice in Dundee. Jerry is an experienced practice nurse and is looking forward to joining our team. We have also had a new receptionist join our team; Eva. Eva is new to general practice and we would kindly ask for your patience when Eva is assisting you.

YOU SAID, WE LISTENED, WE ACTIONED 2017

Throughout 2017, a number of suggestions had been provided by patients using our feedback forms. Your feedback helps us to improve the service we offer to you. The following suggestions have been actioned by the practice to provide you with a better service:

- Purchase of a centrifuge machine to provide you with the option of having blood samples taken in the afternoon
- Email reminders regarding your appointments
- The ability to cancel appointments via text
- An increase in the number of emergency appointments available
- An increase to the number of telephone lines coming into the practice with a call queuing system to advise you where you are in the queue
- An increased number of options on our telephone selections to enable you to request prescriptions rather than having to dial a separate number.



**MAY WE WISH YOU A VERY MERRY CHRISTMAS AND A HAPPY,
HEALTHY, NEW YEAR**

