



# TAYVIEW MEDICAL PRACTICE AUTUMN 2020 NEWSLETTER

Dear Patients

Firstly, I would like to continue to thank you on behalf of the practice for your help and understanding during this extremely challenging time. As the Covid-19 pandemic continues to impact the country, we continue to adapt our processes to provide all of our patients a safe service whilst protecting both our patient population and our staff. The practice continues to follow all guidance received from our colleagues at NHS Scotland and we would strongly encourage our patients to visit our practice website regularly for any important information or changes. Our practice website is [www.tayviewmp.org.uk](http://www.tayviewmp.org.uk).

At this time, the practice continues to operate on an **urgent** basis only. We remain open for all urgent clinical matters and continue to offer a telephone triage service at present. Our practice doors remain locked to prevent access by anyone who has not been asked to attend the practice. This reduces the risk of Covid-19 transfer and helps keep our patients and staff safe. If you feel you need to speak to a doctor or nurse about an **urgent** matter, please contact the practice on 01382 543251 and a receptionist will assist you further.

Our branch surgery (Tayport) continues to remain closed at present and will remain closed for the foreseeable future. Please visit our practice website which details further information as to the reasons why we are unable to open our branch surgery at present. We would like to reassure our patients that our branch surgery will reopen when it is safe to do so.

Patients who have developed symptoms of a continuous cough OR fever OR have lost their sense of smell or taste should not contact the practice. NHS 24 continues to provide assistance for Covid-19 related queries and should be contacted on 111 if your symptoms are such that you are unable to manage them at home and need medical assistance. If you do have any of the above symptoms, but do not require NHS 24 input, you should consider arranging an appointment to be tested for Covid-19. Please visit <https://www.gov.uk/get-coronavirus-test> to arrange an appointment or request a home testing kit.

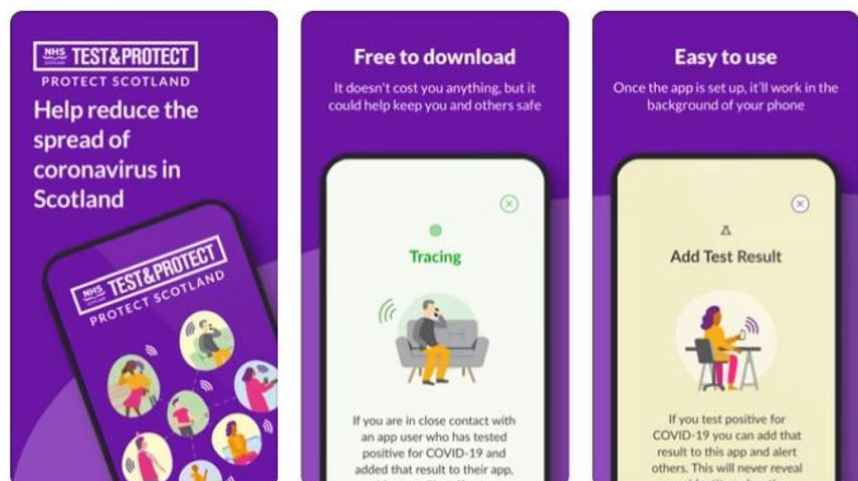
In line with guidance received, any patient attending the practice is **now required to wear a face covering or face mask** (unless you are exempt). Please also note that if you are seen at the surgery, the doctor or nurse seeing you may also be wearing protective equipment such as a face mask, gloves and apron. Please don't be alarmed by this, the staff are simply taking safety precautions for both you and them.

Lastly, NHS Scotland has developed an app called Protect-Scot that can be downloaded to your mobile phone. The app is designed to alert you to any possible contact with any person who has developed Covid-19 symptoms. Further information can be found at [www.protect.scot](http://www.protect.scot) and we would encourage our patient population to consider downloading this app.

Again, many thanks for your continued understanding and support during this challenging time.

With best wishes

David Ramsay—Business Manager



## Blood Tests



We have now started to reopen blood test appointments at our Newport site. Any blood tests that have been requested by a doctor can now be booked in advance. We have a number of appointments available for pre-booking each day however, at present, patients can only book appointments up to one week in advance for a blood test.

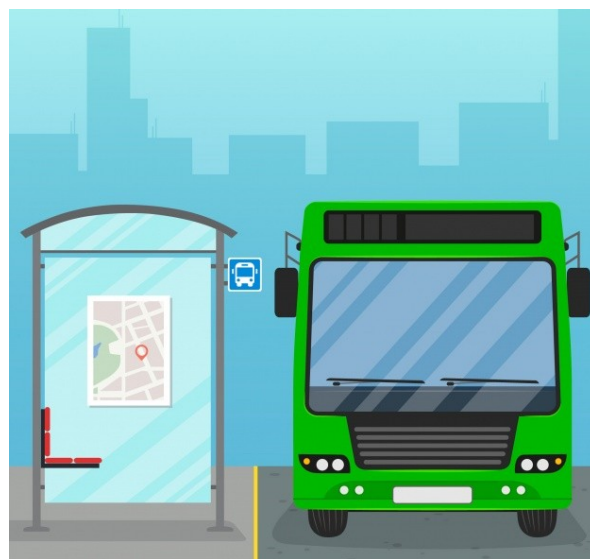
We kindly ask any patient who arranges an appointment to cancel their appointment if they develop symptoms of Covid-19 (a new continuous cough OR Fever OR a loss of taste or sense of smell). **Do not** attend the practice for an appointment if you develop any Covid-19 symptoms.

## Transport to our Newport site

As our branch surgery continues to remain closed, we are aware that some patients may find accessing our Newport site challenging due to the current transport services available from Tayport to Newport.

If a patient is asked to attend the practice but finds the timing of their appointment challenging due to the current transport services, they should discuss this with the clinician they are speaking with. The practice is able to assist you with arranging a more suitable time for you to attend our Newport site (an example may be that the clinician may be able to arrange your appointment at a time that matches the local bus timetable).

Alternatively, the Continuing Care North East Fife group can assist with transport to our Newport site. Further information can be viewed online regarding this service by visiting [www.continuingcarenef.org.uk](http://www.continuingcarenef.org.uk) or by calling 01334 880743 to discuss your needs further.



## Staff updates

There has been a number of changes over the last few months regarding staff changes at Tayview.

Dr Gilmour continues to remain on maternity leave with Dr Bowman (locum GP) and Nurse Collins (Advanced Nurse Practitioner) covering Dr Gilmour's sessions. Nurse Collins is an experience ANP and it may be that patients are booked in for a telephone consultation with her. Nurse Collins is fully trained to deal with the vast majority of medical issues that a GP deals with whilst also being able to prescribe for patients if she feels a prescription is required.

The practice has a new medical student who has joined us for a year. His name is David Jackson and he is currently a 4th year medical student. You may find that David may be involved with any consultation you may have with a GP or nurse. You may also be appointed a telephone consultation with him should you feel the need to arrange an appointment with a GP. David is fully supported and supervised by all of the GPs at the practice who will review and discuss your consultation with him. We are grateful to our patients for assisting David whilst he progresses through his medical training at Tayview but, as always, if you would prefer David was not involved in your medical care then please make our reception team aware at the time you arrange your appointment.

Sadly, the practice will be saying goodbye to one of our Practice Nurses (Jerry) who has been with the practice for a number of years. Jerry will be moving to NHS Tayside and we wish her all the best for the future. Our new practice nurse (Yvonne) will be joining the practice from October. Some of our patients may already know Yvonne as she currently works with the district nursing team at Tayview. We're grateful to our patients for their patience whilst Yvonne proceeds through her practice nurse training at the practice.



## Coronavirus

Wash your hands with soap and water more often for 20 seconds



## Influenza Campaign 2020

This year, flu vaccinations will be provided to patients at local health board level. NHS Fife will be providing patients with appointments to attend local venues to have their flu vaccination. From week commencing 14th September, patients who are eligible to receive a flu vaccination will start to receive letters from NHS Scotland (on behalf of NHS Fife) advising them of the procedure they should take to arrange an appointment. There will be a number of venues within North East Fife and patients will be advised of where they should attend.



**The practice will not have any involvement with arranging or cancelling appointments so we kindly ask our patients not to contact the practice to try and arrange a flu vaccination.**

Any patient who is unable to attend a venue should still follow the procedures on their letter in order to discuss their own circumstances further.

Please continue to monitor our practice website ([www.tayviewmp.org.uk](http://www.tayviewmp.org.uk)) which will display further information once it is received from NHS Fife.

## Cervical Screening

We have received guidance from NHS Scotland that routine cervical screening will resume during the month of September. Patients will, as per previous years, receive a letter from NHS Scotland asking them to arrange an appointment with their practice. Please do not contact the practice to arrange a cervical screening appointment unless you have received an invitation letter from NHS Scotland. Unfortunately, as expected, due to Covid-19 restrictions there will be a higher than usual demand for cervical screening appointments given this service was suspended during the height of the pandemic. For this reason, please note that, you may have to wait longer than usual for your appointment. This is because there are fewer appointments at GP practices due to the extra measures that are being put in place to keep you and our staff safe. If you have symptoms and feel a cervical screening appointment is needed, you should contact the practice and arrange a telephone consultation with one of our practice nurses to discuss further.