



# WINTER 2019 NEWSLETTER

TAYVIEW MEDICAL PRACTICE

DECEMBER 2019

## VACCINATIONS

**Be a flu superhero!**



**PROTECT YOURSELF AND YOUR FAMILY... HAVE YOUR FLU JAB TODAY!**

### FLU VACCINATIONS

Flu vaccines are still available for those patients eligible. If you are over 65 years old, or have a chronic medical condition which makes you eligible to receive a flu vaccination, please speak with our reception team who will book you in for an appointment.

### CHILD FLU (NASAL) VACCINATIONS

Unfortunately, this year has resulted in a manufacturing issue with the nasal vaccination. This has resulted in NHS Scotland providing vaccinations to all practices in Scotland in batches. The practice will contact

the parents of any child aged 2-5, who is not currently at primary school, to arrange an appointment during the month of December. Any child at primary school will be vaccinated by the immunisation team at their school.

### SHINGLES VACCINATIONS

The practice will begin contacting all patients who are eligible for a Shingles vaccination this year. Shingles vaccination clinics will commence in January and will run throughout the year.

## STAFF UPDATES

Dr Elizabeth Quinlan will be joining the practice, as a Salaried GP, during the month of December. Dr Quinlan has been a previous GP partner in England and joins us with a wealth of experience and knowledge. She will be working 6 sessions per week (3 days per week) and her working days will be Wednesday, Thursday and Friday.

The practice also welcomes a new secretary to our team (Nicola) and a new receptionist (Sarah). We're grateful to you for your patience whilst our new team members proceed through their training.

Our Healthcare Assistant (HCA); Kay, retired from the practice in November and we wish her a happy retirement. Kay has been replaced by our new HCA Lynn who joined the practice at the beginning of November.

Dr Gilmour will return to the practice from the beginning of December following a period of maternity leave.

We would like to congratulate Dr Jamrozek whose wife recently gave birth to a baby girl. Dr Jamrozek will commence paternity leave from Monday 25th November for 2 weeks. The practice would like to reassure our patients that locum cover has been secured for this period of absence.

Dr Ansar continues to work with the Fife Health & Social Care Partnership as the Cluster Quality Lead for North East Fife and has just taken on a Clinical Lead role for eHealth in NHS Fife which means Dr Ansar will no longer be in the practice on a Tuesday.

## APPOINTMENTS

Our appointment system was recently changed to provide pre-bookable (routine) appointments up to 1 week in advance whilst maintaining a number of 'urgent on the day' appointments for patients who feel their symptoms are acute and cannot wait to be seen. Since this change, our non-attendance rate has dropped significantly compared to our previous system where patients were able to book up to 4 weeks in advance to see a GP.

Our patients tell us that one major challenge they currently face is trying to get through to the practice to arrange an appointment in the morning. Given this challenge, the practice will be changing its procedures regarding the booking of appointments and ask that our patients assist us with this change. From January 2020, all patients requiring to be seen urgently are advised to contact the practice between the hours of 8am and 9am. Our pre-bookable (routine) appointments will be available to book online, and over the telephone, from 10am each day. Our reception staff will not be able to book routine appointments between the hours of 8am and 10am each day and you may be asked to contact the practice back from 10am to arrange a routine appointment or use the online system.

During the festive period, the practice becomes increasingly busy with requests for appointments. In order to provide a safe appointment system, the practice will operate an 'urgent on the day' appointment system from Monday 16th December through to Friday 3rd January. Our appointment system will revert back to normal from Monday 6th January with pre-bookable appointments becoming available from that date.

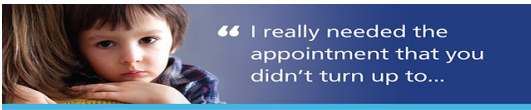


### Special points of interest:

- *It's not too late to receive your flu jab—please speak with a receptionist to arrange an appointment.*
- *The practice will have a new GP joining in December 2019. Dr Elizabeth Quinlan will be employed by the practice and will be consulting every Wednesday, Thursday and Friday.*
- *From January 2020, routine appointments will be bookable from 10am each day*
- *We have noticed an increased level of verbal abuse towards staff of Tayview. We take a zero tolerance approach towards any form of abuse and the police may be called if necessary. Patients may also be removed from the practice list.*

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## YEARLY PROVISION AND FAILURE TO ATTEND APPOINTMENTS

GP appointment?  
Can't make it?  
Don't need it?

**CANCEL IT!**

Did you know that, between November 2018 to October 2019, the practice provided the following:

- 17,742 GP appointments
- 3,995 House visits
- 835 GP telephone consultations
- 1,345 Pharmacist appointments
- 17,789 Practice Nurse / Healthcare Assistant appointments.
- 326 Advanced Nurse Practitioner appointments

Patients sometimes state they find it difficult to arrange an appointment. During November 2018 to October 2019, the practice had a total of **761 GP appointments** that patients failed to attend. Frustratingly, **69 patients** out of 761 had actually requested an urgent appointment to be seen on the day they telephoned the practice yet still failed to attend or cancel their appointment (only having booked it that morning). This is despite a text reminder service which advises patients on two separate occasions that they have an upcoming appointment at the practice.

### SOCIAL MEDIA



Over the previous year, the practice has noted personal and offensive comments about the doctors and staff of the practice on social media platforms. The practice has a duty to protect all employees from online abuse which

can be very upsetting.

The practice takes a zero tolerance approach to any offensive comments placed on social media about any member of staff. If posts are brought to the attention of the practice, the patients involved will be invited in to have a face-to-face discussion about any issues they have whilst be asked to remove any offensive comments on social media.

Patients would not expect to read derogatory comments about themselves at their own place of work. The practice takes the same view in relation to all staff members and doctors of Tayview.

Patients may be removed from the practice list should any comment be viewed as abusive or results in the potential breakdown of the doctor-patient relationship.

### THANK YOU

Patients of Tayview Medical Practice will be aware of the challenges faced by the practice during 2019 due to a variety of factors which included a reduction in GP coverage and a reduction in routine appointments being available to book. From January 2020, the practice will be fully staffed by GPs with the return of Dr Gilmour plus the commencement of Dr Quinlan. We are grateful to our patients who have persevered with us during this challenging time and are hopeful our service will return to normal from January 2020. Thank you!

**YOUR CHOICE OF TREATMENT**



**STOP ABUSE OF NHS STAFF**  
Verbal or physical abuse of our staff could result in prosecution

**NHS**

### PRACTICE CLOSURE

The practice will be closed, over the festive period, on:

Wednesday 25th December

Thursday 26th December

Wednesday 1st January

Thursday 2nd January

**NHS 24 will be providing emergency cover during the above dates and can be contacted by dialling 111**

