



TAYVIEW MEDICAL PRACTICE

SPRING 2024 NEWSLETTER

PRACTICE NEWS

Welcome to the Spring 2024 edition of our practice newsletter.

Patients will be aware that we are currently trialling an Acute Illness Clinic which runs every Monday morning at our Newport site between 08:30 to 10:30. So far, despite a few teething issues, the clinic is running well and feedback from patients using the service has been very positive. You will find further information within this newsletter regarding this clinic and how our patients can help assist us further.

Unfortunately, for some of us, as Spring approaches so does hay fever season. You will find helpful tips and advice contained within this newsletter regarding hay fever symptoms and who best to approach for further advice.

Patients may also be aware that the practice has gone through significant change over the last 12 months regarding staffing and procedures. Most of our reception team are new to the practice and continue to learn and gain experience regarding their roles. We are grateful to our patients for their continued patience during this period of training. In order to provide protected training, the practice will be closed every Thursday between 12pm and 1pm. There will be no access to any of our buildings however patients can still contact the practice on 01382 543251 for urgent matters only. We kindly ask patients to contact the practice after 1pm for routine matters and we are grateful to you for your understanding.

May I take this opportunity to wish all of our patients a joyful Spring.

David Ramsay
Business Manager

ACUTE ILLNESS CLINIC

Patients will be aware that we commenced an Acute Illness Clinic at our Newport site on Monday 15th January 2024. The clinic is currently being trialled following feedback from patients whilst trying to assist with challenges regarding capacity and demand in relation to our appointments.

Despite a few teething issues, the clinic is running well and all patients attending are being asked to take a couple minutes at the end of their appointment to complete a feedback questionnaire. We're very grateful to you for providing feedback which will be reviewed at the end of the trial period.

The clinic runs every Monday morning between the hours of 8.30am and 10.30am at Newport. All of our clinicians take part in the clinic and patients are welcome to attend for illnesses they feel are **acute** (urgent) in nature. There is no need to phone beforehand.

However, we do need your help with some of our teething issues. The clinic is designed for acute illnesses which a patient feels is urgent in nature. Unfortunately, over the last 3 months, we have had patients attend to see a clinician for reasons that are not suitable for the clinic. This is unfair to patients attending for an acute illness and also unfair to patients who follow our procedures regarding the below. We're very grateful to patients for noting the teething issues below:

- Some patients have attended to request their repeat prescription be issued. The practice has procedures in place regarding the ordering of medication and we're grateful to patients for not wasting a clinic appointment to request prescriptions. The clinicians will direct patients to follow our procedures and repeat prescriptions may not be issued by the clinician.
- Some patients have attended recently to discuss the length of time they will have to wait to be seen following a referral to another department. The practice has no control over the waiting times regarding referrals and patients should contact the department directly to discuss referral times. Alternatively, visit our practice website and hover over the 'clinics and services' tab. You will see a 'Waiting times for referrals' option which you can click and follow the link.
- A number of patients attending could have had their illness assessed using the Pharmacy First service. Examples include urinary tract infections, allergies, minor sinusitis, skin infections. Moving forward, patients identified with an illness which would be better assessed by an alternative healthcare provider will be directed to those providers e.g. Opticians, Dentist, Pharmacy First Service

ACUTE ILLNESS CLINIC

So far, we have received 268 completed questionnaires from patients who attended our clinic. We are aiming for a total of 500 questionnaires to be completed which will give us the views of approximately 5% of our practice list size. Feedback has been positive and the results so far show:

- 74% of patients were very satisfied with 26% being satisfied at the length of time it took to speak to a receptionist upon arriving at the practice. We had zero patients unsatisfied.
- 62% of patients were very satisfied with 38% being satisfied at the length of time from booking in at reception to seeing a clinician. Again, zero patients were unsatisfied.
- 100% of patients were happy to provide our reception team with a brief idea of what their medical issue was.
- 20% of patients were aware that they could write down their medical issue rather than discussing verbally with a receptionist with 80% not being aware they had this option. There are forms on the reception desk for patients to complete if they wish to write their reason down and the practice will seek to advertise this option at our reception desk.
- Overall, 90% of patients were very satisfied with 10% being satisfied with the service they were provided with when attending the Acute Illness clinic. Again, zero patients were unsatisfied.

Patients who completed feedback questionnaires have provided the practice with thoughts regarding how we can improve the clinic further alongside other comments. The practice will review all comments and we aim to provide responses to those comments in our Summer 2024 newsletter.

Lastly, it is important to point out that there may be times when the practice is unable to run the Acute Illness Clinic and the practice will provide as much advance notice as possible should this be the case. There may also be times where the practice has to cap the number of people being seen in the Acute Illness Clinic for patient safety reasons. This is usually due to unplanned absence such as GP illness. Where this occurs, our reception team will assist you further with arranging an alternative appointment and your understanding regarding this matter is greatly appreciated.

We will continue to trial and audit the clinic over the Spring period with the aim of providing patients with a further update in our Summer 2024 Newsletter.

STAFF UPDATES

We recently had two new members of staff join the Tayview Team. Both Rebecca and Greg joined our team during the month of March and we are very grateful to our patients for their patience as both Rebecca and Greg proceed through their induction periods.

The practice will say goodbye to Dr Gartner who has completed 4 months of training as a foundation doctor. We wish Dr Gartner all the best as she progresses with her training as a junior doctor.

We have also welcomed Amanda, our new Mental Health Nurse, to the practice. Appointments will be available for patients to book from April and our reception team will offer those appointments to patients who meet the criteria for seeing Amanda. Amanda will be in practice every Wednesday and Friday 08.30 to 16:30.

APPOINTMENT SYSTEM (HINTS & TIPS)

Did you know that, since January, we changed our appointment system regarding the booking of routine (pre-bookable) appointments.

All of our routine GP appointments are released every Wednesday for one full week. We implemented this change following patient feedback regarding challenges when trying to arrange an appointment. This new system appears to be working well although we are aware that patients may have been advised to phone at 8am on Wednesday morning to secure a routine appointment.

The above is not necessary. We have a large number of appointments available to book and, to help reduce patients becoming frustrated by phoning at 8am, we would encourage our patients to phone through-out the day rather than at 8am.

Also, our Acute Illness Clinic is most busy from 8.30am when a large number of patients arrive. This can result in patients waiting longer and there really is no need for everyone to arrive at 8.30. The Clinic is open 8.30am to 10.30am and we would encourage patients to consider attending a bit later if they can. This means your waiting time will likely be less and helps manage the flow of patients coming into the practice.

IMPORTANT DATES

Please find below important dates to note:

- Friday 29th March (Public Holiday)
- Monday 1st April (Public Holiday)
- Monday 6th May (Public Holiday)
- Monday 7th October (Public Holiday)
- Wednesday 25th December (Public Holiday)
- Thursday 26th December (Public Holiday)

During the above dates, NHS 24 will be providing urgent medical cover and can be contacted on 111 if you feel your medical concern cannot wait until the practice re-opens.

As always, if your medical concern is life threatening in nature (such as chest pain or symptoms of a stroke), you should dial 999 and request the ambulance service.

Practices in Fife will also be closed from 1pm on the following dates for protected learning time (staff training):

- Tuesday 4th June
- Thursday 12th September
- Thursday 7th November

NHS Fife will be providing urgent medical cover between the hours of 1pm and 6pm and can be contacted on 01592 729250 if you feel your medical condition cannot wait until the practice re-opens at 8am the following morning.

CALL RECORDING / CONTACTING PATIENTS

The practice has recently had a full call recording system installed for all incoming and out-going calls. All calls are retained for a 3 month period and are automatically destroyed after that period.

In order to improve our data protection procedures, our reception team will now ask any patient they make contact with to confirm their date of birth before discussing the reason for making the call. This helps ensure our reception team are speaking with the correct patient before releasing any information.

STATISTICS (DEC 2023—FEB 2024)

Did you know, from 01/12/2023 to 29/02/2024, we provided the following:

- 4793 face to face appointments with a GP/ANP at the practice
- 1153 telephone appointments with a GP at the practice
- 176 home visits to patients who were unable to attend the practice
- 3486 nurse / healthcare assistant appointments
- 14232 prescriptions (repeat and acute) were produced
- 16585 calls into the practice were handled by our reception team
- 369 patients were seen in our Acute Illness Clinic (Jan / Feb)

In total, the practice provided 6631 GP/ANP appointments for the above period with 6315 patients either attending those appointments or discussing their medical issue over the telephone. Sadly, 316 appointments were wasted due to patients failing to attend or cancel their appointment.

Patients who routinely fail to attend or cancel their appointments may be removed from our practice list and we would encourage all patients to make contact with the practice should they need to cancel their appointment.



“ I really needed the appointment that you didn't turn up to...”

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

CANCEL IT!

HAY FEVER ADVICE

As Spring arrives, so does hayfever for many patients. The symptoms of hay fever can include runny nose, itchy throat, sneezing, itchy and watery eyes, wheeziness and cough. These symptoms can be miserable for some so it is worth taking note of when in the year your symptoms tend to start. It is better to commence a daily antihistamine tablet a few weeks prior to your symptoms developing as this gives you the best opportunity to control your hay fever. Eye drops and nose sprays are very effective additions to the antihistamine tablet. Pharmacists are a wonderful source of advice regarding allergies and the Pharmacy First service can assist you further regarding advice and, if appropriate, prescribe treatment for you.