



Craigvinean Surgery, Dunkeld

Drs Hewitt Charles Jack & Evans

Telephone 01350 727 269

May 2025

Surgery Closed Days in May

**Patients are asked to note that the Surgery will be
CLOSED ALL DAY on:**

Monday 5 May 2025

Monday 26 May 2025

**Patients are asked to contact NHS 24 in case of
emergency at this time on**

Telephone 111

In case of suspected stroke Telephone 999

Ordering Your Prescription

Their continues to be a very notable increase in the number of prescriptions that we process on a day to day basis. The sheer volume of requests leads to more risk of mistakes being made and an ever increasing workload. The changes we brought in last year have had a positive effect so we would like to encourage patients to continue to be proactive in following the guidance listed below.

These are the options available listed in order of our preference (when it comes to prescriptions the written word is the least likely to lead to errors):

- 1) Use our online prescription ordering service through our practice website. Please see below for our website address.
- 2) Send your request to our dedicated prescription email address:
TAY.craigvineanprescriptions@nhs.scot
When sending your email please include your name, date of birth and your preferred place for collection of your prescription.
- 3) You can still phone the Surgery to order your prescription but now you will be asked to leave your prescription as a message on our new prescription voicemail. When doing so you will need to provide your name, date of birth, preferred collection point but most importantly the correct name and dose of the medication/s you wish to request.
- 4) Of course you can also order your prescription in person at the reception desk.

Pharmacies do ask that patients allow 7 days between ordering of and collection of their prescriptions. So keep on top of when your medication will run out.

Comments and Suggestions

As a team we are always looking for ways to improve the service we can provide to our patients. That could be changes to our appointment system, online prescription ordering, improved signposting to the appropriate health care professional, staff recruitment, working to get as many health care services in house as possible and taking feedback from the local PH8 community group.

We appreciate any kind of feedback from our patients if you have any thoughts please send them to the 'Complaints and Feedback Officer' C/O The Surgery.

Recent feedback has prompted us to change the way we manage prescriptions. See opposite for how to order.

Sometimes though we notice ways that you the patients can help us improve our service:

Please be honest with yourself and the receptionist speaking to you. If your appointment is not urgent please wait until the next free normal slot with a GP rather than demanding one of our reserved book on the day slots, these are designed to allow us to see patients with an acute condition.

Please don't bring a list of issues with you to an appointment; try to stick to one problem per appointment. If you do have a few issues you wish to discuss with GP then let the receptionist booking you in know and they can book a longer appointment to accommodate this.

Please don't hand in samples without them having first been requested by a GP. If you do bring in an unrequested sample, please use the form provided to provide as much information as you can about your reason for bringing the sample to us. This will ensure our nurse team can easily identify who it is from and what they will be testing for.

Email requests

There has been an increase in patients sending emails with medical (non prescribing) queries in them. This is not a suitable medium for contacting the surgery. The email addresses are not monitored regularly and the efficient NHS mail spam defence system can lead to emails never being seen.

Please do not email us medical queries and photographs unless you have specifically been asked to do so. If we are expecting an email we know to hunt for it in our Junk folder if it doesn't make it into our normal inbox.

If you choose to email us you will now get an automatic reply email in response. Detailing the above information. Please heed this message and instead phone or visit the surgery to discuss your medical query.

www.craigvineansurgery.scot.nhs.uk

Visit our website and sign up to receive this newsletter by email each month. You can also sign up for our online prescription ordering service via the link on the Website Homepage.