



Craigvinean Surgery, Dunkeld

Drs Hewitt Charles Jack & Evans

Telephone 01350 727 269

May 2024

Surgery Closed Days in May

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

Monday 6 May 2024

Monday 27 May 2024

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

The last year has seen 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 a workload that has begun to affect completion of other tasks in our desired timeframe. To meet this increase in demand we have increased our admin team staff hours and we have also made changes to the method for how patients can order their repeat prescriptions.

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.

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. We understand that all the recent road disruptions have often made the journey to the surgery quite time consuming particularly on a Friday. But to ensure you are seen it is important that you attend your appointment on time and if you are going to be late please phone ahead and let us know.

New Team Member

We have a new addition to our staff team, **Gillian Kincaid**, who has come on board in April as our new Health Care assistant. Gillian has previously worked in hospitals and her role here will involve providing clinical assistance to the GPs and Nurse Louise. If the GPs decide you need a diagnostic test then you'll meet Gillian as she will set you up for ECGs, Blood pressure monitoring. She is also a trained Phlebotomist and manages woundcare.

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.