

# PRACTICE NEWSLETTER

## THE VICTORIA PRACTICE, GLOVER STREET MEDICAL CENTRE AND DENSIDE SURGERY, METHVEN

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### Practice Mission Statement:

*Our goal is to provide easy access to a wide range of high quality medical services. We aim to treat you as we would expect to be treated ourselves.*



### Practice Closures

Please note that the practice will be closed for Public Holidays on:

**Monday 31<sup>st</sup> May** and

**Monday 26<sup>th</sup> July**

There will also be Training Afternoon closures on:

**Wednesday 16<sup>th</sup> June** and

**Wednesday 25<sup>th</sup> August**

Please arrange your repeat prescriptions, appointments etc in good time.

On all occasions, emergency cover will be provided by NHS24. They can be reached on **08454 242424**.

### GP News

Dr Jennifer Anthony who has worked at the practice for several years as a locum, will be leaving us shortly to start work as a GP Principal in Pitlochry. We wish her great success in her new role. We will be welcoming back our GP Retainer, Dr Liz Brown, in June on completion of her Maternity Leave.

Dr Holly Tyson has been with the practice for four months as a 2<sup>nd</sup> year Foundation doctor, and she will be moving on to a practice in Dollar in August, to commence her 3 years of GP Registrar training. Dr Joanna Stenke also leaves us in August, following completion of her Registrar training. We hope to have another 3<sup>rd</sup> year Registrar joining us at that time.

Dr Sneddon will be absent on sabbatical leave during the summer holidays, and we look forward to Dr Ian Erwin joining us to cover this. Dr Erwin will also be covering Dr Sneddon's surgeries at Methven.

### Staff News

The practice has welcomed 2 new staff members in 2010. Alison Cameron is working at Glover Street in reception and administration. She has joined us with great experience in other customer service roles. Susan Ferguson is our new receptionist/dispenser at Methven and joins us after 20 years in retail pharmacy. We are delighted to secure such experienced staff for the practice team.

### Methven News

Due to staffing problems, we have had to close Methven Surgery on Tuesday and Thursday afternoons for the past few months. We are pleased to inform patients, that as from Tuesday 1<sup>st</sup> June, Methven will be open as usual until 6pm on Tuesdays and Thursdays.

Methven patients will have been very sorry to hear of the retirement of our senior Methven staff member, Margaret Park. Margaret had also worked in Perth for several years and will be greatly missed by all of her work colleagues and the GPs.

## Patient Experience Survey

Many of you will have been sent the government survey during the Autumn of 2009. Thanks to those who completed and returned this. We are delighted to say that we achieved 97% satisfaction for the 'Contact within 48hrs' element, and an achievement of 87% for the 'Ability to book more than 2 days ahead' element. These figures are especially pleasing as the survey was conducted at the time of the H1N1 vaccination campaign, when the practice was exceptionally busy.

## 'Keep Well' Health Checks

Some of you may receive an invitation from the Practice Nurse, Kay Angus, to attend for one of these appointments. These usually take place on Friday mornings.

They are a great opportunity for a thorough health check and a look at various aspects of related lifestyle issues. Kay is able to access a wide range of advisory services and agencies which are perhaps not immediately known to the public.

We would urge any patient who is sent an appointment to attend, as it could prove beneficial from a health point of view, and potentially prevent serious illness from developing.

## Flu Vaccinations

Appointments for receiving the seasonal flu vaccination will be offered to all Over 65's and those under 65's in a clinical risk group – starting at the end of September.

If you are in a clinical risk group and would still like to get the H1N1 vaccine, this can be done by appointment at any time. It is particularly recommended that pregnant women (over 12 weeks) receive the vaccine.

## Missed & Cancelled Appointments

During the month of April, there were a total of **92 GP & Practice Nurse** appointments missed. This figure is steadily improving, but it could always be better!

Persistent failure to attend booked appointments (for GPs or nurses) will result in removal from the practice list and a request to register elsewhere. We are aware that this has caused offence to some people, but as our list size is now over 10,000, there is extreme pressure for appointments and it is essential that patients attend for appointments.

We cannot stress enough how important it is that you phone to cancel your appointment if you are unable to attend for any reason. However, we are increasingly finding that patients are leaving it very late to cancel so that we are unable to re-allocate that appointment to someone who urgently requests to be seen. Please call us in good time.

## Practice Services

Please remember the following:

- *Telephone Consultations* are available for patients who wish to speak to a doctor or nurse, but feel that they do not need to be seen or examined. These calls are pre-bookable, and the GP or nurse will phone you at an agreed time.
- We now offer pre-bookable early morning appointments at Glover Street, starting from 7.20am. This is primarily aimed at those patients who perhaps work out of Perth and find it difficult to make it to see the GP during working hours. *Methven patients who find it difficult to access appointments during working hours may also use this facility.*
- *Routine Appointments* can be pre-booked up to 4 weeks in advance. The GP appointments are at 10-minute intervals, while the nurses have 15 minute slots. You will be offered the earliest appointment, or one at a time most suitable for you. If you wish to be seen by a particular doctor or nurse, it may result in a slightly longer wait for an appointment. If you feel that you may require extra time with either the GP or nurse, please request this when you arrange your appointment.

## Our Website:

Please remember to log on to our practice website at:

[www.perth-and-methven-gp.co.uk](http://www.perth-and-methven-gp.co.uk)

If you have any suggestions for services that you would like to see provided by the practice, please let us know. The doctors and practice manager will welcome any suggestions in writing.