

# PRACTICE NEWSLETTER

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

Volume 5, Issue 2

Summer 2011

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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 25<sup>th</sup> July** and

**Monday 3<sup>rd</sup> October**

There will also be Training Afternoon closures on:

**Wednesday 24<sup>th</sup> August** and

**Wednesday 14<sup>th</sup> September**

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

We will have 2 regular locum GPs working with us during the summer holidays, Dr Angela Duncan and Dr Tim Esler. Both have worked with us before and we are looking forward to having them with us for a longer time. They will both be covering some surgeries at Methven.

Dr Sreekanth Pillai will be returning to the practice in early August as our 3<sup>rd</sup> year Registrar. Dr Jenni Smith will still be with us until November when she completes her Registrar training. We will also have Dr Cherith Simmons joining us for 4 months from August as a Foundation GP.

We hope that a new GP Retainer will be starting with us in September. This has been a long awaited replacement for Dr Elizabeth Brown who left us earlier in the year. Dr Rose Rosario will be working on Tuesdays and Thursdays in Glover Street.

### Methven News

The meeting of Pharmacy Practices Committee which will rule on the pharmacy application, will take place on Wednesday 24<sup>th</sup> August. This is not an open meeting and attendance is by invitation only. The Practice will be represented by the Chairman of the Local Medical Committee, Dr Andrew Cowie, and it is anticipated that Dr Shepherd will accompany Dr Cowie to the meeting. He will however not be allowed to speak or make any representation to the Committee.

We can only hope that all the efforts put into the petition, letters, e-mails and other contacts with the Health Board will be taken into consideration, and the strong opinions expressed have been thoroughly understood.

We thank you all for your continued support.

## '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.

It is also recommended that pregnant women receive the flu vaccine. Appointments will be available during the autumn for this and further information can be given by midwives.

## Missed & Cancelled Appointments

During the month of May 2011, there were a total of **144 GP & Practice Nurse** appointments missed. This figure is very alarming.

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 are experiencing particular problems with patients not attending for appointments which were only booked 'on that day'. Please be mindful of the impact that this has.

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)

You can access a great deal of information from the website and can also register for our secure (password protected) Online Repeat Prescription order service. This is an easy alternative to phoning in your repeat request or dropping in your request slip.

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.