

PRACTICE NEWSLETTER

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

Volume 2, Issue 3

Autumn 2008

INSIDE THIS ISSUE

- 1 GP News, Smoking Group
- 1 Flu Vaccination, Methven News
- 2 Patient Survey
- 2 Missed Appointments
- 2 Practice Services

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:

Thursday 25th & Friday 26th December for Christmas
and **Thursday 1st & Friday 2nd January 2009** for New Year

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

We are also closed on the afternoon of **Wednesday 5th November** for staff training.

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

GP News

Our Registrar this year is Dr Shreekanth Pillai who will be with us until February 2009. He will then return to the practice for a full year from August 2010.

Smoking Cessation Support

Would you like some help in giving up smoking? We have a new group starting to run on Thursdays at Glover Street between 5pm and 6pm from 23rd October.

Evidence suggests that 'group' therapy can have a greater success rate with smoking cessation than individual treatment. If you are interested in coming along, please speak to a member of the reception staff who will be able to enrol you on to the programme and give you details of the session dates.

Flu Vaccines

We now have vaccine available and clinics are set up ready for you to book appointments. All patients aged 65 or over, or those who are considered to be in an 'at risk' group should ensure that they are vaccinated. This includes people of all ages with asthma, COPD, diabetes, chronic heart disease with hypertension, chronic kidney disease or who are immunosuppressed due to a medical condition or ongoing treatment. Remember, you are also encouraged to have a flu vaccination if you are a carer for someone else. Please contact reception if you need further information or would like to book an appointment.

Methven News

As the patients who attend Methven surgery will know, we have had a number of staff changes recently. Carole Shaw has left the area to move to the south of England, where she has already started working in a dispensing practice. We now have Judy Towns and Sue Ternent working part-time with us, and they will shortly be joined by Elizabeth Callegari, who will also be working at Glover Street. We are very pleased to have them as part of our staff team and know that you will make them feel welcome quickly.

Sandra will be leaving us in mid November to enjoy a well-earned, but likely to be far from idle, retirement. I know that you will all join us in wishing her a well for the future

Patient Survey

Thanks to all of you who filled out the questionnaire for our annual survey. As always, the results were very pleasing with many positive comments. The results will be discussed by the practice team and an action plan put forward for the coming year.

Some of you may find that you receive a survey from the Scottish Government in the next few weeks. Patients are being randomly selected for this survey which we understand will ask just two questions relating to the appointments within the surgery. Please **do** send your reply back.

Missed Appointments

In September, there were a total of **123** appointments missed. We cannot stress enough how important it is that you phone to cancel your appointment if you are unable to attend for any reason. If we are given enough time, we can usually re-allocate that appointment to someone who urgently requests to be seen.

In future, patients who are given an 'on the day' appointment which they fail to keep will receive a warning letter. Persistent failure to attend booked appointments (for GPs or nurses) will result in removal from the practice list and a request to register elsewhere.

Practice Services

- *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.
- *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.
- *Home Visits* are for patients who are unable to attend surgery due to a medical condition. Requests for visits should ideally be made before 10.30am. The receptionist will ask for some details about the reason for the visit, to ensure that the correct action is taken.

- *Repeat Prescriptions* can be requested by:
 - using the right hand side counterfoil of your prescription which details your repeat medication. This can be handed in or posted to the practice.
 - phoning 01738 639748 for Perth patients, and selecting 'option 2', or phoning 01738 625542 to access the 24-hr automated prescription line. Methven patients have their own dedicated automated prescription line on 01738 840700.
 - registering for our on-line repeat prescription service by logging on to

www.perth-and-methven-gp.co.uk.

This is a secure service operated through our website for which you will need a password. Please ask at reception for details.

Prescription Collection is offered by the local chemists in Perth. All you need to do is sign a mandate and your prescriptions will automatically be collected from the surgery by your chosen pharmacy. Please allow 48 working hours(Perth patients) and 72 working hours(Methven patients) for your repeat requests to be processed.

- *Test Results* can be obtained by ringing the main reception line after 11.30am. Results can only be given to the patient named on the result. The practice has a strict policy relating to confidentiality and data protection. This means that results can only be given to someone else if the patient has given written permission for a named person to receive them, or if the patient is unable to understand the result.

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.