

# PRACTICE NEWSLETTER

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 27th July** and

**Monday 12<sup>th</sup> October**

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

On both occasions, emergency cover will be provided by NHS24. They can be reached on **111**.

## GP & Staff News

Many of you will know that Dr Shepherd is now only working part-time. He is in surgery on Mondays & Tuesdays. This has meant a few changes needed within the GP team.

The practice are delighted to be welcoming Dr James Riches as a new partner in early August. Dr Riches will work on a Wednesday, Thursday & Friday. This will be Dr Riches first partnership role, but he comes with extensive experience as he was a physiotherapist & undertook orthopaedic training prior to becoming a GP. We greatly look forward to having him as a member of our team and are sure that you will give him a warm welcome.

August of course, is the time for the change in GP trainees, and as a training practice of long standing, this year is no exception. We lose Dr Akbar on successful completion of his training, but we hope he will remain in close contact with the practice as he will be working in Tayside. We know that many of you will miss him! We will welcome back Dr Louise Lankston for her final year of GP training. Sadly, the lack of doctors wishing to enter GP training is very real and the problem has spread as far as Tayside. This means that we will not have a 1<sup>st</sup> year GP trainee in practice for this coming year.

Dr Rose Rosario has changed her role within the practice, and is now only working on a Tuesday & Thursday morning for us.

Dr Amy Bigham will be with us for the summer as a locum GP. She will provide holiday cover for all the GPs and will also be working in Methven on occasions. Dr Bigham has worked with the practice for several years and I am sure she is familiar to some you already.

Our newest member of the reception team, Suzie McGowne has settled in quickly and it feels as though she has been part of the team for years. We will be sorry to lose the services of Mrs Ann Kirk, who will be retiring after 20 years with the practice at the end of July. We wish Ann a long, happy and healthy retirement.

3 Key members of staff, Carol Smith, Kay Angus and Fiona O'Malley have all completed 25 years service with the practice. We congratulate them on their staying power, and reflect that perhaps Victoria Practice is not such a bad place to work!

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As usual, surgeries will run normally in the summer holiday period, but there may be changes of GP to provide holiday cover for the usual GP rota.

## Travel Vaccines

Increasingly, patients are presenting their travel arrangements & vaccination requests far too near to their date of travel. Many of the vaccines needed for the more exotic locations are complex and involve a 'course' of vaccines over a given time period. In future, any patient presenting within 6 weeks of travel will be directed to a private travel clinic for their vaccines. Also, many of these vaccines fall outwith the NHS & the GPs have no obligation to supply these. Please be aware that you may be referred on to the private travel clinic for these injections. Certain treatments will incur private charges but this is made clear on the travel form that you complete for the nurse.

## Missed & Cancelled Appointments

We have a strict policy of removing patients from the practice list for persistent failure to attend booked appointments.

We now have 10,500 patients on our list and an extremely high demand for appointments. This is a particular issue during holiday periods when there may not be the same amount of appointments available.

If you need to cancel your appointment, please phone us in plenty of time. This will give us time to re-allocate that slot to another patient needing to be seen.

Many of you book your appointments well ahead, but these are very often those that are missed, as they may be forgotten about. When booking ahead, please write the date down or take the appointment label

given to you at reception and stick it in your diary when you get home.

During the month of June 2015, there were **172** appointments missed between GPs and nurses. In fact, during that particular month, 5% of the nurses appointments booked were not attended. This is clearly a problem when we are so short of appointments.

Please be mindful of the impact that not turning up for your appointment has on other patients.

## Detect Cancer Early Campaigns

Please continue to support these health initiatives by completing your Bowel Screening test kits and attending for your scheduled Cervical Smears etc.

It makes sense to engage with these national screening programmes designed to give early warning of potentially serious illness, and providing the opportunity for timely treatment.

## 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 also 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.