

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 24th July and

Monday 9th 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 Changes

I am sure that many of you will have realised that 2016-2017 has been a challenging time for the practice. It has proved difficult, if not impossible, at times to recruit locum GPs to stand-in for holidays, meetings etc. Added to this, we have not had any GP registrars in the practice – due to the shortage of doctors entering GP training. All of this has left us struggling for appointments on many occasions, and has meant that the appointment system has had to be altered to compensate. We apologise if this has caused you difficulties or frustrations at times, but we hope that we have dealt with your requests as appropriately and swiftly as possible. We always try to do the best for the patient.

Hopefully, this is all about to change! The practice will welcome a new partner, Dr Robyn McCallum, later in October. Some of you may remember her from past years, as she has worked as a locum for us previously. We are delighted that she has chosen to join us, and hope that she will soon settle in and enjoy establishing herself as an important part of the practice.

Dr McLeod will be taking partial retirement and reducing his sessions in practice from mid December and will only be working for two days per week. Dr Shepherd is retiring from general practice at the end of 2017, and will leave the practice altogether as of 31st December. He will be much missed by patients and colleagues, but we wish him a long, happy and healthy retirement.

In August, we welcome back Dr Lois Nelson as our senior registrar – she will be working full-time in the practice. Also joining us in October, will be Dr Eilidh McIntyre, a 1st year registrar – she will work for 3 days per week. We have also been lucky enough to retain the services of Dr Michael McLean as a locum for much of the summer and into the autumn. Sadly, he is leaving the UK to work in Canada – we are still trying to change his mind.

Our nursing team is also in for some changes, as Kay Dempsey has decided to retire at the end of the year. She has worked for the practice for over 27 years and will be sorely missed. Ruth, Shonagh, Gillian and Dawn will continue with their efforts to provide you all with first class nursing services.

We have welcomed Linda Lumsden, Fiona Clark and Sarah Clark to the reception team during 2016 and have also gained Yvonne Langley as our practice secretary. All have settled into their respective roles well and are now well established and valued members of staff.

At the end of September, there will also be changes to the reception team – with the promotion of Fiona O'Malley to the post of Practice Manager following the retirement of Mary Simpson. Fiona is the longest serving member of the practice staff, and she has a very extensive knowledge of general practice. There are days when she admits to relishing the challenge of her new role!

At the same time, Gillian Milne will become the Reception Manager and Angie McNiven and Suzie McGowne will assume the Senior Receptionists positions.

We are very fortunate to have such capable staff, which has allowed all of these changes to happen internally.

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 10,600 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 2017, there were **144** appointments missed between GPs and nurses. 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.

Change to Practice Boundaries

Many of you will have received letters relating to our change of practice area. This change has been fully approved by the Health Board and has been discussed with other local practices.

We are certainly not forcing patients to leave our list, but are simply informing them that they are now officially outside our boundary area, and should they move within the vicinity, they will need to register elsewhere. For some patients, they may feel that it is sensible for them to register with a more local practice, as this will alleviate potential difficulties for attending appointments, home visiting, getting prescriptions etc.

We are more than happy to discuss any questions you may have over the boundary changes.

Flu Clinic

The practice will run the annual Flu Clinic on Saturday 28th October 2017. Appointments available from mid September.