

Carnoustie Medical Group

Tel 01241 859888

email

carnoustie.tayside@nhs.net

NEWSLETTER

Autumn/Winter 2008

What's in this Issue?

New Partners for Carnoustie Medical Group

Introduction to our New Appointments System

Home Visit Policy

Think Before You Tick

Non NHS Fees

Christmas and New Year Closure 2008/09

Surgery Opening Hours

Monday to Friday

8.00 am – 6.00 pm

New Partners for Carnoustie Medical Group

We wish to introduce to you our two new partners for Carnoustie Medical Group. Please welcome **Dr Lindsey Howe** MB.ChB, MRCGP, who worked with us August 2006 for one year as a GP Registrar and **Dr Mairi Chong** MB.ChB MRCGP. Both doctors have gained additional experience since qualifying as general practitioners, working in different practices all over Tayside, Fife and Grampian area.

They both bring many skills to the practice with interests in Women's and Mental Health, Learning Disabilities, Drug Addiction and Minor Surgery.

We wish them a long and happy association with the Carnoustie Community.

Introduction to our New Appointments System

Forget the 8 o'clock rush..... One of the most irritating things for patients about the systems we have at the practice is the 8 o'clock rush for appointments to see the doctor. Well the end is in sight for those long holds on the phone and the queue at the door.

With the retirements of Drs McKendrick and Thornton we decided to look at the appointment system again. Hopefully in a few months

time we will have done away with the phrases 'I'm sorry there are no appointments left for today you'll have to phone back tomorrow.'

As from the **1st December 2008**, there will be a duty doctor to answer and triage all requests for home visits or same day appointments and deal with enquiries as they come in.

Some problems may be dealt with by phone and this should free up appointments for you to see the doctor of your choice at a routine bookable appointment made in advance.

It means that all those requiring to be seen that day will be seen by the duty doctor and all those that want to book an appointment in advance with their own doctor will have more appointments to choose from.

As you can imagine it will be a bit tricky to get it right from the word go, so bear with our reception staff and duty doctor, who will no doubt have a bit of a task on their hands to satisfy everyone when we go live on the 1st. The plan is eventually to have normal surgeries with a mixture of *bookable* and *next day* appointments and a duty doctor, who will rotate throughout the day, will have emergency or urgent surgeries and deal with enquiries and questions. Most of you will know that we already have extended our surgeries to start at 8 am and finish at 6pm to try and accommodate people

who work outwith the town and we hope that by using our duty doc we will be able to sort out a lot of things by using the phone more effectively and freeing up time for more face to face contact with those who need it.

Please be patient as there will no doubt be chaos at the start and it will take a bit of time to get it right. Constructive criticism is always welcome.

Home Visit Policy

Patient requests for home visits are always a high priority for action. Patients are asked to request a home visit before 10.00am where possible, in order for doctors to plan their day. A home visit is appropriate for any patient who is confined to their home for medical reasons only, otherwise they will be asked to attend the surgery to be seen.

THINK BEFORE YOU TICK!

Did You Know

- Wasted medicines costs NHS Tayside around £1.1m per year?
- This money could pay for:
 - 25 more nurses
 - or
 - 150 more hip replacements
 - or
 - 85 more heart bypass operations
- Once medicines have been dispensed they cannot be recycled and

have to be thrown away, whether they've been used or not.

- Unused medicines are a safety risk for children or others who might take them if kept at home.
- If you don't need the medicine now, you don't need to order it. Medicines can be ordered later and we just need two working days notice to process requests.

Medicine wastage is a serious problem not just in Carnoustie but across Scotland. Medicines are often wasted due to people ordering more than they need on their repeat prescriptions or continuing to order medicines they are no longer taking.

WHAT CAN YOU DO TO HELP?

- Let your GP or Pharmacist know if you've stopped taking any of your medicines.
- Check what medicines you still have at home before re-ordering.
- Discuss your medication with your Pharmacist or GP on a regular basis
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need.
- If you don't need the medicine now – don't order it! If you need the medicine in the future you can still request it.
- If you need to go into hospital, please take all

prescribed medicines with you.

Non NHS Fees

The NHS provides most healthcare and healthcare services free of charge to UK residents, but there are some exceptions.

GPs themselves have to cover operational and running costs – buildings, equipment, heating, lighting, maintenance, insurance, staff etc.

Therefore, professional fees charged must reflect a contribution to these costs as well as professional time. Individual practices decide how much to charge for non-NHS services. There are no standard charges and 'price fixing' between practices is not allowed. Ask for a copy of our leaflet for more details.

Christmas and New Year Closure 08/09



The practice will be closed from 6pm Wednesday 24 December to 8am Monday 29 December and 6pm Wednesday 31 December to 8am Monday 5 December inclusive. If you have a medical emergency or require advice during this period, please contact NHS 24 on **08454 24 24 24**.

Next Edition

Our next edition is planned for Spring 2009 – patient contribution welcome.