

CARNOUSTIE MEDICAL GROUP

SUMMER 2023 NEWSLETTER



Welcome to our summer newsletter. I thought it would be nice to keep you updated on what's happening at the practice. I have been here myself for nearly 2 years and have met a few of you already. I regularly meet with our patient group and am always keen to hear of any issues as well as positive experiences from our patients. I have worked in Primary Care for over 20 years and been fortunate enough to work at 4 lovely Practices which gives me a wealth of knowledge and understanding of the challenges that General Practice face day to day.

WENDI LEES – PRACTICE MANAGER

HELLO AND GOODBYE

We recently said goodbye to Dr Galbraith who worked at the Practice for many years, he will be missed. His replacement, Dr Simpson started with us in October 2022 so had time to settle in before Dr Galbraith's departure. She was a trainee at the Practice and we were fortunate enough to retain her.

We are very pleased to be retaining Dr Bobrowska, our current GP trainee, from August 2023. A welcome addition to the GP team.

We have welcomed 2 Practice nurses, Lucy and Caitlin to the team in the last year. We currently have a full complement of nurses and GPs.

APPOINTMENTS SYSTEM

We understand it can be frustrating phoning the Practice at 8am for an appointment and have been looking to see how we can make things easier and more efficient. Primary care is under immense pressure and the reality is demand for appointments often outweighs availability. We ask patients to be mindful that you do not always need to see a GP, there are other professionals who may be able to help. Our experienced admin team may navigate you elsewhere keeping in mind the 'right care, right place' model, NHS inform is also a great information tool. We have introduced eConsult as an alternative way of getting in touch, more info below. In the coming months we will be changing our appointments system to incorporate some more pre bookable slots and ask that you bear with us during the transition. Keep an eye on our website and social media for more information. We always endeavour to prioritise patients who require a GP consultation. NHS inform and our eConsult system may be able to help direct you elsewhere or give you advice to enable you to self care if appropriate.

ECONSULT

eConsult is a digital triage and online consultation platform that allows NHS GP practices to better understand the needs of their patients. By collecting rich, safe and structured patient information, patients can be better supported to get the right care at the right time and in the right place.

Patients are also encouraged to check their symptoms, find verified NHS self-help information and find appropriate local or self-referral services, or submit consultations for their dependents.

It has been designed by NHS GPs to enhance patient access, improve practice efficiencies and empower practices to support their patients effectively. Head to our website for more details or to submit an eConsult.

SURGERY PODS

We have updated these recently and are pleased to announce they are back in working order.

Repeat prescription line

We will be closing our repeat prescription line from 1st September 2023. There are many others way to order your repeat prescriptions which include: handing it into reception or posting in the letterbox outside, order online (see website for detail or ask reception staff) or hand in into the chemist. These methods ensure the correct drugs are ordered at the correct time and mean staff can deal with them more efficiently.



VERBAL ABUSE

Unfortunately our staff are still subjected to abuse over the phone and at the reception desk regularly. This is not acceptable and offenders will be dealt with appropriately. Calls are recorded and you may receive a follow up call if your language is felt to be inappropriate. Our staff try their best to help patients and the majority are very thankful and pleasant which is appreciated.



Looking at January to May 2023 we had

GP consultations – 22,890

Nurse consultations – 6,819

Prescriptions issued – 94,051

eConsults (June only) - 652

We hope you all have a safe and enjoyable summer

