

CARNOUSTIE MEDICAL GROUP

SUMMER 2024 NEWSLETTER

Welcome to our summer newsletter. We have had a busy winter and spring but are looking forward to summer.



GP cover

We continue to try to recruit to our GP vacancy and have had a few lovely Locums covering some shifts recently. We are in discussions with a few GPs relocating to the area and hope to progress with this. Unfortunately one of our GPs picked up an injury which requires surgery, this has meant they have been off for a few months.

Appointment system

We now have a system where non urgent issues are dealt with using our eConsult system. This can be accessed through our website or by putting <https://carnoustiemedicalgroup.webgp.com> into your web browser. We have paper copies of the form at the reception desk or our admin team are happy to submit an eConsult lite for you if you have difficulties accessing the internet or do not feel comfortable doing so. You will receive a reply within 48 hours. This service is very busy and currently it is the only safe way to ensure non urgent issues are dealt with efficiently. Anyone with a medical emergency (if it is life threatening call 999) should call the Practice and can be contacted back the same day. We ask that you call early in the morning and give our admin team as much information as possible to enable GPs to prioritise calls.

It is important to note that demand outweighs resources not just in Carnoustie but all over Tayside and indeed further afield. The GPs and support team do their best in very difficult circumstances

Text reminders

When most appointments are made a text reminder is sent to the patient. This no longer happens for our Health care appointments as they are now NHS staff and work from a different system. We also advise that if you have been given a telephone slot then it will be morning or afternoon you are called not a

specific time. The text reminder cannot be changed to say this and may confuse giving a specific time. Apologise if this is confusing.

Prescriptions

If we receive a letter from secondary care (the hospital or an outpatient clinic) asking us to do a prescription we will NOT call to say it is ready. Please leave it 5 days and either collect it or phone to see if it's ready. Likewise if a GP advises they will leave a prescription at reception for you we will NOT phone when it's ready, just pop in and collect it for us or your usual chemist.

Patient representative Group

The Patient Representative Group is a diverse, patient-led group of volunteers linked to Carnoustie Medical Group, who work alongside the GPs and practice staff with regular face-to-face meetings to provide a patient perspective on healthcare services provided in the local community. It is a route for patients to be involved in what matters to them. It does not deal with complaints or individual cases due to confidentiality and these should be taken to the Practice manager.

We need new members with fresh ideas who have a genuine interest in our local Healthcare services.

No qualifications or experience is needed just a genuine interest in supporting our local doctors and their staff and the staff of other services to give us the best health care possible for the people of Carnoustie
Contact details – tay.ppgcarnoustie@nhs.scot or via the practice.

Verbal Abuse

A gentle reminder that we still have incidences where staff are verbally abused both over the phone and face to face. We take this very seriously and have a zero tolerance policy. We understand when you are ill tempers can fray but our staff try to help the best they can and do not deserve to feel afraid in their workplace.

STATISTICS



Looking at January to May 24 we had

Urgent GP consultations – 8145	average of 1629 per month/387 per week
Nurse consultations – 2575	average of 515 per month/123 per week
Prescriptions issued – 109,812	average of 21,962 per month/5229 per week
eConsults received – 9724	average 1945 per month/463 per week
GP DNA's (did not attend) – 195	average 39 per month/10 per week

NHS 24 have launched their summer toolkit which has lots of useful information to keep you safe over summer. I encourage you to have a look at the information by going to:

<https://nhs24-newsroom.prgloo.com/resources/5bjjo-9t5ok-1xyam-5fmrk-f630a#:~:text=NHS%2024%20%2D%20summer%20health%20campaign%20toolkit%20%2D%202024.pdf>

We hope you all have a fun, safe summer.

