

# Fortrose Medical Practice

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### **NEWSLETTER**

#### **MARCH / APRIL 2007**

Dear Patient

Welcome to the March / April newsletter and the start of what we hope will be a warm and colourful spring on the Black Isle.

#### **WEBSITE**

At the practice the exciting news is, as forecast in the last newsletter, that our website is now up and running. Not only providing information, but also full of wonderful pictures of our surroundings. Please log on to [www.fortrosesurgery.co.uk](http://www.fortrosesurgery.co.uk) to view the services that the practice offers and to access the latest news. You will also see that you can order repeat prescriptions and cancel appointments without having to visit the surgery or phoning. These two services are in response to comments in recent patient questionnaires requesting improvements in communicating with the surgery.

Your feedback has been very positive; please continue to let us know if you like the website or what else you would want to see on it. A big Thank You to all of you who have participated by filling in the questionnaire at the end of last year and by giving suggestions – your contribution was essential for the design and content of the website.

#### **PATIENT TRANSPORT**

Due to recent changes within the local healthcare organisation, patient transport for hospital visits will no longer be booked through the surgery. Patients will now contact patient transport direct on phone number 01463 732 450. Full information for this new service is available from our reception area.

### **PATIENT SURVEY**

Many patients were kind enough to get involved in the patient survey carried out towards the end of last year and this has now been analyzed and over the months we will work on areas you have pointed out for improvement. You will see from our website (article above) we are attempting to improve communication with the surgery and we have now added another GP to our team.

### **DR SHONA FORTH / DR CATHERINE TODD**

Many of you will know that Dr Catherine Todd has left the surgery to take up a partnership in the Island of Tiree. We wish her well and thank her for her work and patient care over the last 18 months in the practice. As mentioned in the last newsletter, Dr Shona Forth joined us in February and is now operating four sessions per week. This again is in response to our patient survey when it was suggested that more permanent medical female staff were made available. We hope this goes a long way to resolving any issue in that area.

### **TELEPHONE APPOINTMENTS**

The practice will introduce telephone appointments with all GPs in the next couple of weeks which can be booked exactly the same way as normal face-to-face appointments. These appointments are offered for patients who want to discuss issues that do not need physical examination only. The receptionist will ask you when booking an appointment if it is for a face-to-face or a telephone appointment and can help you to decide which is most suitable for your needs. You will be asked to give a contact number where you will be available to talk confidentially at the time of your appointment (please allow up to 60 minutes in case a GP has to attend emergencies and runs late).

The use of telephone appointments will be monitored and the number of available appointments will be increased / decreased depending on demand.

### **PHARMACY**

The patient survey also highlighted that there was some confusion regarding the ordering and collection of prescriptions. To clarify, prescriptions will be ready for collection as follows:

<b>Prescription order received</b>	<b>Ready for collection at pharmacy</b>
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Saturday
Friday	Tuesday

However, it is worth pointing out that if the patient picks the prescription up from the surgery and takes it to the Fortrose pharmacy it will usually be dispensed within 15 minutes. Please indicate on your order that you would like to pick up your prescription from the surgery and allow 24 hours before collection.

### **HEALTH CARE ASSISTANTS CLINICS**

We are delighted to announce that we are now extending the number of HCA appointments to meet further demand. This should also have a beneficial effect on the availability of doctor and nurse appointments.

Philip Eley  
Practice Manager

On Behalf of  
The Practice Team  
Fortrose Medical Practice

30<sup>th</sup> March 2007