

Fortrose Medical Practice

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NEWSLETTER

NOVEMBER / DECEMBER 2006

Dear Patient

Welcome to the first of our regular newsletters which will keep you up-to-date with developments in the surgery. Any suggestions and feedback are greatly appreciated and we plan to make this a regular publication.

Firstly an apology, as last year there has been a delay in obtaining our full allocation of Flu jabs and the current information is that the final delivery will be w/c 29th November. Patients not yet vaccinated will be invited upon receipt. The delay has been caused by problems within the manufacturing process, now thankfully resolved.

Over the last 6 months we have taken on board your suggestions and have implemented the following improvements:

- Availability of a female Doctor for at least 2 sessions per week (to be increased to 4 sessions in the near future)
- Our Avoch surgery is now fully computerised to improve access and reduce waiting times
- New and safer baby changing facilities in Fortrose
- Child-friendly equipment to assist our very young patients in the toilet (step and child toilet seat)
- New patient chair for disabled / elderly patients in the waiting room
- Front reception telephone has been moved to the back to improve patient confidentiality

We have also embarked on an ambitious programme to improve patient access to the clinical staff by moving routine procedures to more appropriately trained staff and measures to achieve this objective include:

- The recruiting and training of 2 Health Care Assistants who commenced their duties in September. As already indicated in waiting room notices the HCAs have no authority to diagnose or interpret. They are collecting information and carrying out simple procedures for action by the GPs or nurse
- We introduced a screening question when patients ring for an appointment to ensure you see the correct clinical staff and are given sufficient time with that clinician(It should be remembered that **ALL** surgery staff are covered by the same confidentiality code)
- We are currently working together with the Scottish Primary Care Collaboration (SPCC) to improve access by giving you an appointment at a date and time that suits YOU.

- At the beginning of next year we are going to reduce the pre-book time for an appointment with any Doctor to 4 weeks. This will be done to improve access by reducing the number of cancellations and patients who do not turn up for their appointments.

We look forward to further suggestions and feedback from the current patient survey and will share this and our action plan with you once it has been evaluated.

The surgery will be closed on the following days:

Monday, 25th December 2006

Tuesday, 26th December 2006

Monday, 1st January 2007

Tuesday, 2nd January 2007

Normal Out of Hours arrangements will be in place for these days.

For all other days normal surgery opening hours apply.

Please note however that the majority of GP appointments on the ,27th,28th , 29th of December and January 3rd,4th and 5th will not be pre book able. This is to ensure that over the festive period all those who have urgent need to see a GP can be accommodated.

Finally an appeal from our colleagues in the Fortrose Pharmacy. Can all be aware that under normal circumstances repeat prescriptions take 48 to dispense from receipt at the surgery.

Our best wishes for a peaceful festive season and a very healthy and happy New Year.

Philip Eley
Practice Manager

On Behalf of
The Practice Team
Fortrose Medical Practice

7th November 2006