



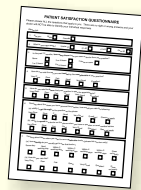
What's new?
It's time to bring you up to date with what's happening here at Taymount and Scone

Newsletter

**SPRING
2009**

Patient Survey Results...

Once again we would like to thank all those patients who participated in our patient survey during November 2008. The results have now been analysed, and show that we are continuing to achieve very high satisfaction ratings. We were particularly pleased with our availability figures, which show that 95% of patients were seen by a doctor within two days (79% on the same day, 10% the next day, and 6% within two days). These figures compare very favourably with the Government access targets of all patients being seen within 48 hours by a healthcare professional. We continue to work hard to ensure good access for patients, using a mixture of 'pre-bookable' and 'on the day' appointments. We remain concerned, however, that with an increasing list size, and with more and more patients suffering from chronic diseases, our capacity to respond to demand will become more difficult in the future. Nonetheless, we remain committed to constant monitoring of our appointment availability to ensure good access for our patients. The full survey results are available to view on our website: www.perthandscone.co.uk



Controlled entry to your House...

If access to your house is via a controlled entry or key safe system, please let us know your house/flat number, or your key safe code number, so that the doctor can gain entry should you need a home visit.



Telephone Consultations...

We have recently increased the number of telephone consultations we offer, and this has proved popular with patients who only require advice from the doctor - for example, advice about current medication, medical certificates for work, or an update on progress with an ongoing illness. However, if you think the doctor will have to examine you in any way, then please make an appointment in the usual way. On occasion the doctor may ask you to phone him/her to discuss your medication or medical condition. Messages can also be left for the doctor, and the receptionist will ensure that these are passed on appropriately.



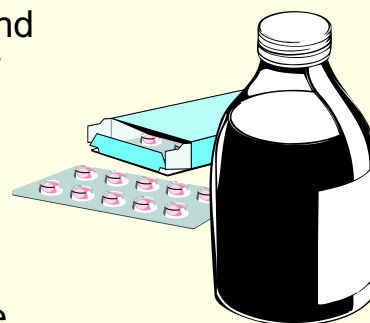
Enhanced Services...

We are currently participating in additional enhanced services on behalf of NHS Tayside, and these include looking after dedicated Nursing Homes and screening for osteoporosis. This gives us the opportunity to address more targeted care to different sections of the population.



Repeat Prescriptions

A significant number of patients using our repeat prescribing system are signed up to the collection service of one of the local pharmacies. This means that all your prescriptions will be collected by your nominated pharmacy, and are not available to collect at the surgery. We have recently seen an increase in patients coming in to the surgery to collect a prescription, and they are disappointed to find that this has been collected by the pharmacy. You can, of course, remove the pharmacy collection note from your record at any time, and revert to collecting your prescriptions from the surgery.



From time to time a message may be left on the right hand side of the prescription, reminding patients to come in to the surgery for a medication review or a review of BP, asthma, diabetes, etc.

GP training

Our practice has been involved in the educational training of doctors for over 20 years, and there is enthusiastic commitment from the whole team to ensuring that this educational role continues. We currently have three doctors who are GP Trainers, and we strongly believe that this commitment to training ensures that we remain at the forefront of changes happening within primary care, and so helps us provide quality care to our patients.



Our current GP Registrar is Dr Rob Mawdsley, who will be with us until August 2009. He will then re-join us for a further year in August 2010. We also regularly have Foundation Year doctors and medical students attached to the practice, and we are grateful for the support they receive from patients.

Website

We continue to get very positive feedback on our practice website. We would encourage as many patients as possible to check this out and keep up-to-date with what is happening in the practice. We have found that this is proving to be a much better way of communicating with our wider patient population than just relying on notices in the waiting room that may be seen only by patients attending the surgery at a particular time.

