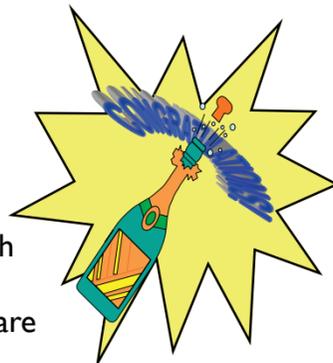




Staff news

We have had lots going on with our staff this past year, and would like to send our congratulations to **Dr Macgregor** on the birth of her baby girl in the summer. As Dr Macgregor will now be working part-time, we are delighted to welcome **Dr Alison Lewis** who joined our practice team in December. Dr Lewis has worked with us for many years as a GP Retainer, and also covered for Dr Macgregor during her maternity leave, but we are very pleased that she has now become a permanent member of our team.



We also send our congratulations to **Dr Sinclair** on her new post of Clinical Director for the Perth & Kinross Community Health Partnership. Dr Sinclair will be reducing her sessions in the practice, but **Dr Martin** will be increasing her sessions, and there should be no change in our appointment availability overall.

We also welcome our new GP Retainer, **Dr Christina Benson**, who will be based principally in Scone Surgery. Dr Benson will be carrying out child health screening for us at Taymount and Scone.



As many of you will know, **Ishbel Mitchell**, our Health Visitor, retired in June after 20 years working with the practice. She will be much missed by staff and patients, and we send our best wishes for a long and happy retirement.

Practice Nursing Team

Our practice nursing team – **Muriel, Jacqui, Cathy, Lesley** and **Susan**, ably assisted by **Shirley** and **Sandra**, our Health Care Assistants – continue to expand the number of Chronic Disease Management Clinics they offer, which reflects the increasing numbers of patients suffering from diabetes, heart disease, asthma and COPD, for example. These clinics can considerably help patients cope with their illnesses, and the doctors would encourage anyone receiving an invitation to make every effort to attend.



Patient feedback

As many of you may know, we have once again been conducting our yearly patient satisfaction survey. We were again very pleased with the willingness of our patients to complete these questionnaires, and delighted that the satisfaction ratings remain consistently very high. We continue to receive very positive feedback from patients regarding the appointment system, with over 95% of appointments being provided within 24-48 hours, often with the doctor of choice. This figure far exceeds the Government target of all patients being seen within 48 hours by a healthcare professional. We will not become complacent, however, and will continue to monitor our appointment availability regularly.



New GP Contract

QPA 2003



We were delighted with our position as one of the highest achieving quality practices in Scotland after the first year of the new contract targets. This was well publicised in the media, and many of you have commented favourably on this achievement. We have continued to work hard this year on delivering a high quality service to our patients, and are hopeful that we will again be successful in reaching the highest targets.

New technology

Many of you will have noticed that the doctors and nurses are almost exclusively using the computer when they consult with patients. All mail received in the practice is now scanned into each individual patient's medical records, and the doctor also records each patient contact into the computer rather than the paper records. All our staff, including the doctors and nurses, have regular IT training to ensure that the practice can make the most of the advantages which new technology is bringing on line in general practice.



www.taymount@..... Practice website

Because of other priorities in the practice this past year, we did not make as much progress with our website as we would have liked. However, we are now working closely with Dundee University, and hope to have our website "live" in the summer. We hope to produce the full results of our patient satisfaction survey on the website in due course.

Suggestions and comments

We are always interested in feedback from our patients, and welcome your thoughts and ideas. If there is anything in particular that you would like to see in the next Newsletter, please let us know.

