

TAYVIEW MEDICAL PRACTICE



SUMMER NEWSLETTER

PRACTICE NEWS

As the weather begins to warm up, it would be fair to say that summer has started to arrive and I would like to welcome you to our summer edition of our practice newsletter.

It is always nice when the sun is shining however too much sun and heat can result in a number of health risks too. Using sun cream regularly, trying to stay out of the sun between 11am and 3pm each day and keeping yourself hydrated regularly by drinking cold drinks can help reduce those health risks. Insect bites are also not uncommon during the summer months and they can be uncomfortable. Self help advice includes considering the use of an anti-histamine to assist with any itchiness or attending any pharmacy in Scotland for further advice by using the Pharmacy First Scotland service.

Over the last 9 months, there has been considerable change within the practice. That change has included new staff members joining the practice, listening to patient feedback to improve capacity and access, re-introducing chronic disease clinics and improving the number of additional services the practice can offer patients. Those changes have taken time to implement and we have been extremely grateful to our patient population for their patience during those changes.

We're also pleased to announce that the practice was approved to become a training practice for junior doctors seeking to train in the area of general practice with a view to becoming a general practitioner following the completion of their training. The practice received approval following a lengthy submission process and we look forward to welcoming our first Specialist Trainee to the practice during August. Dr Hughes will be the educational supervisor for our trainees although all of the doctors at Tayview will be involved with supporting and providing training to our junior doctors.

May I take this opportunity to wish all of our patients an enjoyable summer period. As always, any important news announcements will always be available to view on our practice website (www.tayviewmp.org.uk) and our Facebook group page.

DAVID RAMSAY
Business Manager.

STAFF UPDATES

As mentioned on our front cover, the practice will be welcoming our first ever Specialist Trainee in August. Dr Alexandra Ramsey will be joining the practice and will spend 6 months progressing through her training. The practice is now an accredited training practice for the training of new general practitioners. Specialist Trainees will have completed hospital training and will spend a total of 18 months in general practice. Throughout those 18 months, they partake in all aspects of practice work including consulting with patients. If you are provided with an appointment with a GP Trainee, the GP Trainee may ask your permission to record the consultation. The recording of the consultation by video is an important part of their training in order to become a General Practitioner. The recordings are used within the practice to assist the GP Trainee with their training needs. Your full consent for such recordings will be sought from you at the time of your appointment and patients can decline such requests.

The practice will also begin receiving medical students again at the end of July and patients may be offered an appointment with a medical student in order to assist with their learning and training. We would like to reassure our patients that all medical students are supervised by a GP at the practice and any appointment you attend will be reviewed by a GP. We're grateful to our patients for accepting an appointment with a medical student if offered.

Lastly, we're pleased to announce that Dr Ansar has recently taken over the role of Clinical Director for Primary and Preventative Care within NHS Fife. Again, we would like to reassure our patients that this role does not impact the number of appointments offered each week by Dr Ansar at the practice and Dr Ansar continues to work in the practice on his usual working days.

BREAST FEEDING SCOTLAND SCHEME

Mothers who breastfeed their child are protected under the Breastfeeding etc (Scotland) Act 2005. This legislation provides mothers with protected rights to allow them to breastfeed their child in public places or establishments that allow children access. The Equality Act 2010 protects mothers for as long as she wants to breastfeed; there is no age restriction.

We are proud to announce that Tayview Medical Practice has signed up to this scheme. This means:

- Mothers are welcome to breastfeed their child within our building in comfort and without interruption.
- We will be displaying material within our building advising mothers that we are part of this scheme.
- Our staff will never ask mothers to stop breastfeeding, cover up, move their seat or ask to breastfeed in a toilet.

LGBT+ PRIDE MONTH

The month of June is LGBT+ Pride month. Here at Tayview, it really is important to all of our team that all of our patients, regardless of their sexuality or gender identity, are treated with dignity and respect. Our aim is to ensure Tayview Medical Practice is as inclusive as possible for all of our patients and staff. In relation to our LGBT+ patient population, we aim to ensure that:

- You are treated fairly and without any form of discrimination.
- All practice staff (clinical and non-clinical) work with you to reach decisions about your treatment and care that is right for you.
- Your confidentiality is respected and that your personal information is protected from improper disclosure.
- You are not denied access to appropriate treatment or services because of your sexual orientation, gender identity or trans status.

Our clinical staff may, at times, need to ask you about your sexual orientation, gender identity or trans status so they can offer you treatment and care specific to your needs. They will never communicate with you in a judgemental way and recognise that the gender status or history of non-binary people should be treated with the same level of confidentiality as any other sensitive personal information.

There are a number of organisations available which can help support LGBT+ patients further. LGBT Health & Wellbeing offers support and resources to help LGBT+ people address health issues that impact their lives. They can be contacted by visiting www.lgbthealth.org.uk. LGBT Youth Scotland also provide a range of resources and support services for young LGBT people in Scotland and can be accessed by visiting www.lgbtyouth.org.uk.

We would like to take this opportunity to wish all of our LGBT+ patients a very happy, enjoyable, Pride month.

HEARING LOOP SYSTEM

The practice has a hearing loop system at both sites for use by patients when required. However, we're conscious that this system is not suitable for patients who may be deaf.

It can be challenging for patients who are deaf to arrange appointments. At present, there are 2 options available for patients who need assistance:

- Relay UK is an app that patients can download onto their phone. Patients make contact with Relay UK through the app who then make contact with the practice
- Contact Scotland is another service and works in a similar way to Relay UK except it provides the user with a video link to enable conversation to occur through a BSL interpreter rather than via text.

FACTS AND FIGURES March to May 2024

Did you know that, between the months of March 2024 to May 2024, the practice provided the following:

5567 FACE TO FACE APPOINTMENTS WITH A CLINICIAN

1215 TELEPHONE APPOINTMENTS WITH A CLINICIAN

4405 APPOINTMENTS WITH A MEMBER OF OUR NURSING TEAM

532 FACE TO FACE APPOINTMENTS AT OUR ACUTE ILLNESS CLINIC

151 HOME VISITS TO PATIENTS WHO ARE HOUSEBOUND

16936 INCOMING CALLS WERE HANDLED BY RECEPTION STAFF

14702 PRESCRIPTIONS WERE GENERATED FOR PATIENTS

Sadly, we had 330 patients fail to attend or cancel their appointments. Of those 330 patients, 59 appointments were urgent on the day appointments that the patient had been issued with on the day of their appointment. To put this into perspective, this equates to Dr Gilmour attending the practice for a full month (6 sessions per week) and having no patients turn up for her surgeries for the whole month.

The practice has tried hard to reduce the above figures. This is the reason we do not open up our GP appointments for booking at more than one week in advance. Evidence shows, the further bookings are allowed the higher the non-attendance rate increases. We've also re-introduced our text message reminder service to try and assist patients with helpful reminders about their appointments and patients can contact the practice any time between 08:00 and 18:00 (Monday to Friday) to cancel their appointment.

The 330 appointments detailed above could have been used by other patients seeking an appointment had they been cancelled.

Patients who repeatedly fail to attend or cancel their appointments may be removed from our practice list following written warnings being issued.

KEEP INFORMED

Patients can request to receive a copy of our quarterly newsletter directly into their email inbox. If you wish to receive a copy, please email Fife.F21609Tayview@nhs.scot and detail in the subject box "newsletter registration". You do not need to do anything else. Once your email is received, we will add your email address to our distribution list.

Patients are also welcome to join our Facebook Group page by searching for Tayview Medical Practice. Our page aims to keep patients up-to-date with the latest news regarding the practice.

Our practice website can be viewed by visiting www.tayviewmp.org.uk and provides information regarding the practice and services offered.

Lastly, we kindly ask patients to ensure that we have their correct contact details on their medical record. We use our text messaging service to notify patients of important information. If your mobile number is not up to date, you will not receive appointment reminders or important information to your mobile phone.



Don't ignore the signs of a heart attack



If you have any signs of a heart attack you must call 999 as soon as they start.



Signs of a heart attack could be:

- a tightness across the chest
- a feeling that something is not quite right



If you are worried about any signs of a heart attack, call 999 quickly and tell the operator.

Find out more at nhs.uk/heartattack



Act **FAST** if you spot the signs of a stroke, and call 999.



Facial weakness



Arm weakness



Speech problems



Time to call 999