

# PRACTICE NEWSLETTER OCTOBER 2017



## APPOINTMENTS - UPDATE

### Daily appointments

There are routine appointments available every day. These can be booked by calling the practice at 8am each morning. We have 2 incoming phone lines which can be busy at this time but we do try to answer as quickly as we can so please persevere.

### Urgent on the day appointments

If you feel you **need** to be seen on that day and it can't wait until the following morning to call us, you will be offered an urgent appointment. These appointments are not flexible and will be issued on a 'next available appointment' basis. Reception staff are required to ask the reason for the urgent appointment in order that the GP can prioritise the patient's needs.

### Prescribing Nurse

We now have 2 nurses offering triage appointments most days. Receptionists will ask the reason for the appointment in order to ensure you are being seen by the correct health professional. Both nurses can issue prescriptions if necessary.

### Extended Hours

Once a week we offer an extended hours surgery. This rotates Tues/Wed/Thurs each week and is between 6pm – 8pm. This gives patients a chance to see a GP or Nurse outwith normal surgery times.

We have appointments which can be booked in advance and at the moment this is around 2 weeks ahead. All appointments are for a minimum of 10 minutes.

### Cancellations

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to use the appointment for someone else. Each month we have an average of 120 appointments wasted by people not attending.

### Phoning for Results

Due to the demand on the phone lines in the morning we are unable to give out any results until after 11am.

### Contact us:

Townhead Practice 01674 676161 8am-6pm Mon-Fri  
Prescription Line 01674 677819 (24hr answering machine)

EMAIL: [townheadprescriptions.tayside@nhs.net](mailto:townheadprescriptions.tayside@nhs.net)  
[townhead.tayside@nhs.net](mailto:townhead.tayside@nhs.net)

WEBSITE: [www.townhead-montrose.co.uk](http://www.townhead-montrose.co.uk)

## REPEAT PRESCRIPTIONS

Tel: 01674 677819

Over the coming months we will be increasing the length of time which a repeat prescription covers. This will mean that in future, most repeat items will be prescribed for 56 days rather than current 28 days.

## EXTENDED HOURS CLINICS:

Thursday, 19<sup>th</sup> October 2017  
Tuesday, 24<sup>th</sup> October 2017  
Wednesday, 1<sup>st</sup> November 2017  
Thursday, 9<sup>th</sup> November 2017  
Tuesday, 14<sup>th</sup> November 2017  
Wednesday, 22<sup>nd</sup> November 2017  
Thursday, 30<sup>th</sup> November 2017  
Tuesday, 5<sup>th</sup> December 2017  
Wednesday, 13<sup>th</sup> December 2017  
Thursday, 21<sup>st</sup> December 2017  
Wednesday, 27<sup>th</sup> December 2017  
Wednesday, 3<sup>rd</sup> January 2018  
Thursday, 11<sup>th</sup> January 2018  
Tuesday, 16<sup>th</sup> January 2018  
Wednesday, 24<sup>th</sup> January 2018

## PUBLIC HOLIDAYS FOR 2018/2019:

The practice will be closed on the following days:

Monday, 2<sup>nd</sup> April 2018  
Monday, 9<sup>th</sup> April 2018  
Monday, 7<sup>th</sup> May 2018  
Monday, 28<sup>th</sup> May 2018  
Monday, 23<sup>rd</sup> July 2018  
Monday, 8<sup>th</sup> October 2018  
Tuesday, 25<sup>th</sup> December 2018  
Wednesday, 26<sup>th</sup> December 2018  
Tuesday, 1<sup>st</sup> January 2019  
Wednesday, 2<sup>nd</sup> January 2019

If you are ill or need some advice whilst we are closed, please contact the NHS 24 on tel: 111

## PATIENT CONTACT INFORMATION

Please send me future information like this by email

Name..... Home Tel. No. ....

Address..... Mobile Tel. No. ....

..... Work Tel. No. ....

Email address ..... Next of Kin .....

NOK Contact Tel. No. ....

## **ZERO TOLERANCE**

The Practice takes it very seriously if a member of staff or one of the GP's or nursing team is treated in an abusive or violent way.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GP's and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place. All our staff aim to be polite, helpful and sensitive to all patients' individual needs and circumstances. They would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and in extreme cases, the Police being contacted.

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently

We ask you to treat your GPs and their staff courteously at all times.

## **FLU VACCINATIONS**

If you are eligible for the flu vaccination, there are now both adult & child clinics running. Please telephone the practice to make an appointment.

## **PATIENTS URGED TO ORDER REPEAT PRESCRIPTIONS IN TIME FOR CHRISTMAS**

We would like to remind you to order repeat prescriptions for yourselves or those you look after in time for the festive period.

At this time of year it's also important to remember the basics of keeping warm and looking out for your elderly neighbours.

Festive holiday dates for 2017/18 are as follows:- Monday, 25<sup>th</sup> & Tuesday, 26<sup>th</sup> December 2017 and Monday, 1<sup>st</sup> & Tuesday, 2<sup>nd</sup> January 2018.

