

CARNOUSTIE MEDICAL GROUP

WINTER 2023 NEWSLETTER



Welcome to our winter newsletter. The sun has long gone and we have had some horrendous rain and wind, hopefully the winter won't be too harsh. We have introduced a new appointments system (more information below) and continued to note the progress of our eConsult and repeat prescriptions systems. We are grateful to those of you who have fed back comments and supported these changes and remind you all that our staff do their best to support and assist patients.

HELLO AND GOODBYE

Kara, our apprentice medical receptionist joined us in October and has been progressing through her college course and has been learning the ropes from our experienced admin team.

SURGERY PODS

Please use these before your chronic disease check with the nursing team. You are also welcome to use these to check your weight and blood pressure at any time.

APPOINTMENTS SYSTEM

As you know we have been looking to update our appointment system for some time. It was important we looked at all aspects of this to avoid confusion. We produced an information leaflet explaining how it works and Dr Howe has kindly done a video explaining it, the premise of the new system is as follows:

- Pre-bookable appointments can be made up to one week in advance
- Patients are offered face to face OR a telephone consultation
- We are asking patients to use the eConsult system if they can, you will receive a reply within 48 hours
- We are asking patients to only use an 'on the day' appointment for urgent problems such as infections and severe pain. Of course in a medical emergency you should be calling 999 and for any minor injuries you should contact the unit at Arbroath Infirmary.
- You are reminded that pharmacies, NHS Inform, a dentist or an optician might be a more suitable first option. Self care is also advised for minor ailments.

To enable us to offer pre bookable and face to face appointments we need to be clear that only urgent matters can be dealt with on the day. As previously advised we do not have the capacity to see everyone on the day.

eConsult is a digital triage and online consultation platform that allows NHS GP practices to better understand the needs of their patients. Please be aware it is our own GPs who access and reply to these. You will receive a reply in way of a telephone call or an email from a member of the Carnoustie team **WITHIN 48 HOURS**. I understand the message back can note by 6:30pm the following day but we do ask for the full 48 hours so please do not resubmit or phone the Practice before the 48 hour window . If you are asked to submit more details we will not be able to progress until this is done.

Our website has more information and a link the system. You can also access it by putting this address into your web browser <https://carnoustiemedicalgroup.webgp.com> You must be a current Carnoustie Medical Group patients to use the system.



REPEAT PRESCRIPTIONS

Firstly an apology as I know some of you have had a very difficult time signing up to our online service. We were not aware of the issue until our patients started using it more. Unfortunately we have no control over the issues as they are a national problem. We continue to work with the provider to seek a solution and ask you to bear with us. I know our admin team have been trying to resolve as many queries as possible but it is better for you as a patient to call them directly. Other ways to request a repeat prescription include; handing it in to reception, placing it in our letter box or ordering through the chemist. It is not acceptable to request these through our eConsult system.

PATIENT REPRESENTATIVE GROUP



The Patient Representative Group is a diverse, patient-led group of 12 volunteers linked to Carnoustie Medical Group, who work alongside the GPs and practice staff with regular face-to-face meetings to provide a patient perspective on healthcare services provided in the local community. It is a route for patients to be involved in what matters to them. It does not deal with complaints these should be taken to the Practice manager.

Since the group first met in 2006 it has been very active and generally successful in addressing a number of issues to benefit staff, patients and users of PPCC.

Post Covid recovery has been a difficult time for many. In this time of change it is important that patients have a platform to address concerns and pertinent issues affecting how healthcare is delivered in a constructive way. That is the aim of the Patient Representative Group.

To do this we need new members with fresh ideas who have a genuine interest in our local Healthcare services.

No qualifications or experience is needed just a genuine interest in supporting our local doctors and their staff and the staff of other services to give us the best health care possible for the people of Carnoustie
Contact details – tay.ppgcarnoustie@nhs.scot or via the practice.



VERBAL ABUSE

A gentle reminder that we still have incidences where staff are verbally abused both over the phone and face to face. We take this very seriously and will call the police if staff feel threatened. We understand when you are ill tempers can fray but our staff try to help the best they can and do not deserve to feel afraid in their workplace.



Looking at June to October 2023 we had

Routine GP consultations – 7,605

Urgent (on the day) GP consultations - 12293

Nurse consultations – 7,087

Prescriptions issued – 109,509

eConsults received – 10,813

DNA's (did not attend) – 1332

We have seen a rise in DNA's and ask patients to phone and cancel appointments if they are not needed so that someone else can make use of them.



We hope you all have a safe and healthy festive season.