

CRAMOND MEDICAL PRACTICE



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GP Ref: 71129

WINTER NEWSLETTER - January 2009

www.cramondmedicalpractice.com

The Practice will be closed for statutory Staff Training on the following dates from 12.30.

Wednesday 25th February
Wednesday 25th March
Wednesday 29th April
Wednesday 24th June
Wednesday 21st October
Tuesday 17th November

This is an essential time to keep the staff up to date with current developments in General Practice.

On Line Appointments

The Practice launched its website at the end of 2006. This has the facility to allow patients to book a routine appointment, cancel and check appointment times on line 24 hours a day, 7 days a week and up to one month in advance. This service is being used increasingly by our patients, and to date a total of 1100 have registered for 'on line booking'. Details on how to register for this service are available at reception.

Telephone Consultations

Telephone consultations were introduced by the Practice last year and are proving popular with patients. You may be asked if you would prefer to see a doctor face to face or to have the Doctor

phone you back at an arranged time for a Telephone Consultation. Telephone Consultations are useful if you do not need to be examined or you would like to talk to a Doctor without having to come in to the surgery.

A Change For The Better

In addition to the above, the Practice continues to work towards improving access to the Doctors and Nurses so that patients can have an appointment with the most appropriate member of our Team. Some patients may want the first available appointment (within one working day), others may want to book up to four weeks ahead, or be prepared to wait to see the GP of their choice. Pre-bookable telephone consultations are also available with the GPs. The receptionists will ask you, as a patient, information regarding your appointment request in order to direct you to the most appropriate member of the clinical team. This new system will be monitored closely on a daily basis and refined to ensure the system works efficiently.

Extended Hours: The Practice is providing an extended appointment service to patients.

Pre-bookable appointments are available on a **Monday evening** from **6.00pm – 8.00pm** and on a **Wednesday morning** from

7.00am – 8.00am. They are popular with patients who may be unable to take time off work to attend during our normal opening hours. These appointments can be booked in the normal way – by telephone, at Reception or on-line.

Repeat Prescriptions

We have a dedicated phone number for REPEAT prescription requests. Please telephone **0131 336 0022** between 11.00am and 12.00pm. Prescription enquiries should continue to be made either at Reception or by telephoning 0131 336 5432. Patients can still hand in requests at reception, post to the Practice or hand in at their local pharmacy. The Practice works closely with the local pharmacies who will collect your prescriptions from the Surgery at your request. Processing remains at 48-hours after we receive your request.

Counselling Service

The Practice has its own dedicated counselling service whereby patients are seen confidentially on the premises. They are usually seen within two weeks from referral. Session intervals are sometimes weekly, fortnightly or as appropriate. Patients are referred by their GP or the Practice Nurse. Recently a diploma student counsellor

started work at Cramond under supervision, and patients now have a choice of counsellor.

Self-help booklets on Anxiety, Depression and Stress are also available in the waiting area, from reception or on our website.

Results of Patient Questionnaire

We would like to thank patients for their participation in our questionnaire. Results show a high satisfaction rate with all aspects of the Practice but your comments are greatly appreciated. There were some issues regarding access. We continue to review availability of appointments and try to respond to your comments.

Specific topics raised included:

- Improvement to the repeat prescription service: as a result we have installed a dedicated telephone line; **336 0022** which the patients can contact to request repeat prescriptions. This is in addition to the existing methods for requests. This is proving successful with patients.
- We aim to accommodate specific appointment requests where possible and although we encourage continuity of care with a named Doctor, not all G.P's are fulltime at the Practice, therefore there may be occasions when it is not possible to see the GP of your choice.
- The on-line booking service has improved the ability for patients to arrange an appointment with the Doctor of their choice. These appointments can be arranged up to four weeks in advance. The Practice joined the Scottish Primary Care Collaborative that aims to improve patient access to

the most appropriate member of the Clinical Team. As a result of participating in the Collaborative we introduced Telephone Consultations and have employed a Health Care Assistant. The waiting time for an appointment with the Doctor has significantly reduced.

- During the months of December and January, we had a total number of **86** patients who failed to attend their appointments with a G.P. This amounts to a total of over **14** hours G.P. time lost! **Please make sure you inform reception if you are unable to honour an appointment with the Doctor or Nurse.**

Patients' Comments

- "I generally use online booking as I can see at a glance who is available"
- "Since joining this Practice I have never had a problem getting an appointment within a reasonable timescale"
"All doctors and support staff are very helpful".

When should you call NHS24

If you or someone you care for is unwell and you feel that it cannot wait until your GP Surgery reopens, then you can call NHS 24. Please refer to leaflet available in waiting room or telephone:NHS24 – **08454 24 24 24**

www.nhs24.com

New Members On Our Team

We are pleased to welcome to Cramond Medical Practice:

Dr Gregor Cantlay, MA (Hons) MB ChB G.P. Registrar. Dr Cantlay will be with the Practice until August, he joined the Practice in June 2008.

Dr Marian Caves, MB ChB DRCOG MRCGP G.P. Retainer, who will be with us for five years.

Health Visiting Changes

A Staff Nurse, with a background in children's nursing, has joined the Health Visiting Team. She will be giving childhood immunisations, weaning workshops and doing home visits. The Staff Nurse works with the Health Visitor Team at Cramond and East Craigs Surgery. The Health Visitors at Cramond are also now visiting the patients of East Craigs Surgery.

District Nursing

Staff Nurse Danielle Groves has joined the District Nursing Team at Cramond Surgery, to cover maternity leave. Prior to this Danielle worked as a Staff Nurse within the Western General Hospital. Sister Gillian Brady will be leaving Cramond District Nurses on a temporary basis at the end of March.