

## Staff Updates

We have had a very quiet Winter staff-wise with no changes since December. However, Spring brings new life and with that we will be welcoming Luke Waldron, Medical Student for a 7 week block of training from 11th March. Dr Lisa McBeth, FY2 joins us in early April for 4 months. Each of our new doctors will be spending time observing various surgeries so you may be asked for your consent for them to sit in on your consultation (entirely optional).

Thank you to all our patients who participate in the education of our trainees, it is much appreciated.

## Practice Closures

The Practice will be closed on the afternoon of **Tuesday 21st May** for Protected Learning Time.

As usual, NHS 24 will be providing medical cover from 1pm that day and can be contacted via the normal practice number 01397 703136 on directly 08454 24 24 .



## Team Day Out



The Practice Team recently enjoyed our annual 'away day' which we do instead of a Christmas night out. We had a lovely afternoon walk around Loch Ossian followed by dinner at Corroul Station Restaurant which was greatly enjoyed by all.

**THIS NEWSLETTER IS AVAILABLE IN LARGE FONT  
- JUST ASK AT RECEPTION**

## Patient Newsletter

Tweeddale Medical Practice



April 2013

Issue 25

## Spring 2013 Edition

### Welcome to the Spring 2013 edition of your Practice Newsletter

In this spring edition of your newsletter we have articles updating you on:

- **“Can I ask what it’s for?”** - why the receptionist may ask you this
- **Travelling Abroad**
- **Our Duty Doctor & Appointments System**

#### Inside this issue:

Questions we may need to ask 2

Travelling Abroad 2

Duty Doctor System 3

We hope that you find these articles helpful and informative but we are always looking for ways to improve **your** newsletter. Comments and feedback are welcome.

**Visit our website at [www.tweeddale.com](http://www.tweeddale.com)**

Here you can pass on your suggestions and **also sign up for e-mail copies of newsletters and updates direct from us**, to help keep you informed on what’s happening at Tweeddale (just go to the “Contact Us” page on the website).

Phone: 01397 703136

Email: [high-uhb.gp55624-admin@nhs.net](mailto:high-uhb.gp55624-admin@nhs.net)

Fax: 01397 709811

Website: [www.tweeddale.com](http://www.tweeddale.com)

## Why all the questions?

### Why does the receptionist ask me what is wrong?

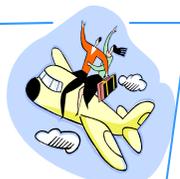
For Nurse appointments – Our Practice Nurses and Health Care Assistants carry out a wide care of procedures, each of which take varying amounts of time. It is important for you and the other patients in the clinic that we try to allocate the appropriate amount of time for each to minimize delays/waiting times.

For Doctor appointments - We will only ask patients who require an urgent same-day appointment with a doctor. It is important for the receptionist to take some brief details of what is wrong so they can pass this on to the Duty Doctor to enable them to prioritise the cases for that day. The Duty Doctor deals with numerous requests for telephone advice, emergency appointments, home visits, emergency prescriptions, etc for a wide-range of problems. If you have been suffering from an ailment for a few days/weeks and an appointment at 4pm that day is reasonable, that is fine. However, if you are suffering from chest pain which may need emergency treatment, it would not be reasonable to leave you until 4pm that day. If we don't ask, we would not know and would therefore be unable to get you seen as quickly as your condition may require..

We would like all our patients to be reassured that we work within a "need to know" ethos and only ask for information that helps us to do our jobs as efficiently and safely as possible for you. We do understand that some things are personal and we entirely respect this so feel free to say so, but please don't be offended when we ask as we are genuinely only trying to help.

## Travelling Abroad

**Travel advice is given by the practice nurses within Tweeddale. It is helpful if you can let the receptionists know when you book your appointment where, when and how long you are travelling for. This helps to ensure that you are booked the correct length of appointment. To ensure there is enough time to carry out a travel risk assessment and order any vaccines that may be required it is advisable to book your first appointment 2 months before you are due to travel. We recognise that last minute holiday deals can be cheaper and will do our best to give any advice that time allows. Please be aware however that there are vaccines that need multiple doses over a period of 1 month to provide full cover prior to leaving. We look forward to seeing you so that we can work together to ensure that you have the best holiday possible by ensuring you remain as healthy as possible.**



## Duty Doctor & Appointments

### **EMERGENCY APPOINTMENTS**

If you feel that you have a problem which needs to be dealt with the **same day** please ring the surgery and inform the receptionist that you wish to be seen by the Duty Doctor. We have a Duty Doctor available each day who is responsible for dealing with home visits, emergency appointments (if you feel you can't wait until the next available routine appointment) and advice over the telephone. We cannot guarantee which doctor you will see. When you phone the Receptionist will ask for a brief idea of what the problem is so the Doctor can prioritise their cases for that day.

All patients who require to be seen the same-day, will be seen.

[Please use this service responsibly.](#)

### **HOW TO REQUEST A HOME VISIT BETWEEN: 8.00am & 6.00pm**

If you require a home visit it would be most helpful to telephone the surgery as early as possible. Visit requests later in the day make it more difficult for the Doctors to plan their rounds and this may cause some delay. On average, seeing you at home takes four times as long for the Doctor, as seeing you in the surgery.

### **TELEPHONE APPOINTMENTS**

Need to speak to the doctor but don't necessarily need to "see" the doctor? Ask about a telephone consultation. These are useful if you don't actually need to see the doctor in person or for follow-up appointments with your usual doctor to check how you are. Your GP may suggest a telephone consultation for your next appointment. If you are unsure whether a telephone appointment would be suitable for you, we would be happy to advise.

### **ROUTINE BOOKABLE APPOINTMENTS**

We try to make our rota up 1-2 months in advance. If you prefer to see a specific doctor regularly, it is advisable to book your return appointments in advance, if possible. [An appointment with your preferred GP may require a wait of 1-2 weeks.](#)



We would like to take this opportunity to say thank you to all the patients who so kindly hand in gifts of biscuits, home baking etc to the practice. It is always very much appreciated.