

Keith Health Centre Spring Newsletter

Feb/Mar 2018

Important Change to Appointment System – “Emergency Triage”

From Monday 5th March our appointment system will be changing slightly. Patients who feel that they require a home-visit, or need to see or speak with a GP or Nurse **urgently** ie that day, should phone the surgery between

8am-10.30am.

The person who answers the call will ask about the nature of the problem and pass this to the “**emergency triage**” team. The patient will then

receive a call back, and will be given advice or allocated an appointment as appropriate.

However, those who phone after 10.30am, will be asked to call back **between 2pm -4pm** in the afternoon, if they wish to discuss a condition that cannot wait until the next day. This is to allow GPs time to carry out morning surgery, attend hospital patients, carry out home-visits and catch up

on important tasks like checking test results, hospital referrals and so on.

If your condition is thought to be life-threatening you should always call 999, as your GP surgery is not an emergency service.



Attendance at pre-booked appointments during January 2018

78.4% of patients kept their GP appointments during the month of January, as did 84.1% of those attending the nurse.

Remember that it is very easy to cancel if you no longer require your appointment, or to re-arrange if something crops up - simply telephone 0345 337 9944 and our reception staff will be able to help.

Do you know that this surgery is online?

www.myvisiononline.co.uk

Have better access to your surgery at anytime of the day, wherever you are. Ask at reception for a registration form—this needs to be completed before you can use this service.

It is easy to:-

Book and cancel your appointments, and

Order your prescriptions.

Getting set up is easy. Once you have a user-name and password, you will be able to book an appointment from the comfort of your own home, and at a time that suits you.

Your Patient Participation Group (PPG)

Keith Health Centre is ahead of the game in welcoming a Patient Participation Group to be very much part of how the practice connects with its patients. Many Health Centres seem not to be prepared to seek comment and advice from those they serve. Not so Keith, where they have been working with the PPG for more than ten years.

The people who form the membership are drawn from the community. They are responsible for representing the interests of all patients to en-

sure the medical care they receive is delivered to a high standard and in a manner appropriate to each patient. No individual patient is ever discussed or named! Our tasks may be as simple as providing the magazine rack in reception, to the ongoing efforts to provide new facilities for Health and Social Care, including a hospital! You may have seen the PPG represented at the Keith Show, enjoyed a cuppa after your Flu injection last autumn or read of our efforts in

the press. We meet formally four times a year at the Health Centre, and from time to time in the Ugie Hotel or elsewhere to progress our plans. We are actively seeking new members and the addition of some younger folk would be most welcome.

If you are interested please call me, **Leon Stelmach (Chair)** on 07785 940104.

“3 Before GP” Campaign

There has been a huge amount of media coverage in recent months about the lack of resources available in primary care and the shortage of GPs. This has taken its toll on practices all over the country.

As part of a new campaign, the Royal College of General Practitioners (Scotland) [RCGP Scotland] is urging members of the public to think about whether they need to see a GP or if they should deal with their health-care issues in a different way. The campaign, supported by RCGP Scotland's patient group, P³, hopes to ease pressure on general practice so that patients have easier access to the services they need when they need them.

The campaign encourages patients to consider three alternatives before booking an

appointment with their GP.

1. Self-care

For minor ailments, patients might safely treat symptoms at home, for example through rest or with appropriate over the counter medicines.

2. Use trusted NHS

Online services

Online NHS services offer sensible advice on a range of health issues and are a useful place to turn for initial guidance. Visit www.nhsinform.scot.

3. Seek advice from a pharmacist

Pharmacists are highly skilled healthcare professionals who can offer valuable advice there and then.

Chair of RCGP Scotland, Dr Carey Lunan, said:

“The NHS is facing ever increasing demand and we recognise that for patients, having to wait for a GP appointment can be very frustrating. As family doctors, our priority is spending time with those patients who need our expert care.

“While services are under pressure, we are asking patients to think ‘3 before GP’ and remember the options available to them before booking a GP appointment. Of course, there will be patients who should seek the help of a GP, but others may find appropriate help faster with this approach.”

COMMENTS/ SUGGESTIONS

If you have any suggestions for our next newsletter, please hand them in to reception, or send them in to *Lynn Ross, Practice Manager*. We look forward to hearing your news/views.

