

NEWSLETTER

Bank Street Medical Group

July 2011

REDEVELOPMENT UPDATE

The practice will be decanting to other areas of the Health Centre during the second phase of the Adamson Hospital site redevelopment; the move will take place on the 30th July. The main changes will be:

- All patients will access the Health Centre via the main door to the Adamson Hospital
- The Outpatient/Minor Injuries Department will be moving to their new location in the Adamson Hospital
- The practice reception will be moving to the waiting room currently used by the Outpatient/Minor Injuries Department. There will be one desk located in this area; the waiting area will be shared with Eden Villa Practice. The practice will also have an office located in the corridor leading to the temporary waiting area; patients will be directed there with any confidential queries that cannot be discussed in the waiting area
- Three of our consulting rooms will be refurbished during this time, so we will be occupying two of the consulting rooms and a treatment room which will be vacated in the Outpatient/Minor Injuries Department
- Temporary signage will be displayed to help you find your way around – but if in doubt please just ask a member of staff

Although this may cause some settling in for our GP's and staff and possibly some inconvenience for our patients, we hope that you will see this as having a long-term positive impact on the practice.



CHANGES TO THE PARTNERSHIP

Dr's Annette Cruickshank and Elizabeth Scott retired at the end of March. They have kept in touch with the practice and both are doing well and thoroughly enjoying their retirement.

Most of you will have now met our new partners, Dr Claire Knaggs and Dr Katie MacLaren, who have now been with the practice since April.

Dr MacLaren is currently expecting her second child and will be on maternity leave from mid-August for six months. Dr Shanti Das will be providing cover for her during this time and we look forward to welcoming her to the practice.

TELEPHONE SYSTEM

We are aware that our patients have been experiencing problems trying to get through to the surgery and we have had several complaints about this. We do not consider the current system to be in keeping with our level of service and would like to take this opportunity to apologise to you. This is due to systems awaiting update.

As you will be aware the Adamson Hospital and Health Centre are currently in the process of a major redevelopment. Included in this is a new telephone system for the whole site. We can say with some confidence that the situation will improve once this is working, in addition to this we as a practice are also looking at a facility to book patients online and it is hoped that these changes will provide you with the level of service that you expect.

In the meantime we would appreciate it if you could accept our predicament and apologies for this current level of service. We would ask that if you experience 'ringing out' that you hang up and redial the surgery number – it is not all calls that this happens to.

We would also take this opportunity to remind you that if you have a medical emergency that you should use 999. This will ensure that you have an immediate response which is staffed by fully trained paramedics.

YOUR APPOINTMENT

We are finding that increasing numbers of patients are presenting with three or four problems at a consultation. Multiple problems are recognised as being valid and worrying to you, however as appointments are 10 minutes long we are finding that this is causing delays.

It is difficult for your doctor to address all of these and to manage the length of time for your appointment as all of these require to be dealt with properly and recorded in your clinical record.

In some cases your doctor may ask you to make another appointment.

How can you help?

- Turn up on time for your appointment
- Have only one or two problems for your doctor so that the time can be spent concentrating on these
- Always start with what you consider to be the most important
- Don't be offended if your doctor tells you that you are out of time or asks you to make an another appointment to talk about other concerns you may have
- Ask for a double appointment if you think you will need it
- Make use of appointments your local pharmacy or with our Practice Nurse for minor illnesses and our Healthcare Assistant for things like blood tests or blood pressure tests
- Request your repeat prescription by completing a Repeat Prescription Request form – these are available at reception or at each pharmacy within Cupar – additionally repeat medication can be ordered securely online

HOME VISITS

Just to remind you that home visits to take bloods and GP review are for those patients who genuinely cannot get into the surgery.

PRACTICE WEBSITE

Our website is now online:



www.bankstreetmedical.co.uk

One of the features we are offering is secure online repeat prescription ordering. Please see the website for further details, or ask at reception on how to register for this service.

TEST RESULTS

Results are normally available 7 to 10 days following your test. To obtain your results please contact the surgery in person, or telephone 01334 653 478.

INFORMATION CANNOT BE GIVEN TO ANOTHER PERSON ON YOUR BEHALF UNLESS THIS HAS BEEN ARRANGED WITH THE PRACTICE.

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Telephone: 01334 653 478

Dr Alasdair J Gray

Dr William J King

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