

# *The Blue Practice: Blue News*

Autumn 2019

Welcome to Blue News.

Hope you enjoy this update from the practice.

Enjoy!



## **GP APPOINTMENTS**

Due to a temporary shortage in GP appointments we are moving all of our appointments with the GP partners to 'on the day'. Our Admin Staff are able to give you advice on the dates our GPs are available in the surgery.

You will still be able to pre-book appointments with our trainee GPs, Nurse Practitioners, Practice Nurses and HCA.

Our GPs and NPs will triage appointment requests necessarily prioritising urgent cases. If it is possible to resolve your problem over the phone they will do so. If not they will arrange for you to be seen in the surgery that day or at another mutually agreed time.

We are urgently seeking more resource so that we can revert to our usual balance of pre-bookable appointments and acute appointments on the day for those who need urgent care.

It is recognised that this is less than ideal and we apologise for the inconvenience it causes.

## **Flu Clinics**

**are being held on**

**Saturday 26<sup>th</sup> October 9.00 – 12.00**

**and**

**Saturday 9<sup>th</sup> November 9.00 – 12.00**

**Please come along if you are over 65  
or over 18 and in an 'at risk' group**

**NO NEED TO MAKE AN APPOINTMENT**

**If you do not wish to have the flu  
vaccination please let our reception staff  
know**

## **Children's Flu Programme**

This year all children's flu vaccinations will be administered by the Tayside Children's Immunisations Team. This will include Pre-school children aged 2-5 years, at risk children aged 6 months to 2 and 12 to 18 years. Primary School age children will be vaccinated within the school programme, if your primary age child misses their appointment, you should contact the flu line to arrange an alternative..

We will be writing to the parents and carers of our 'at risk' patients aged 6 months to 2 years and 12 years up to 18 years to advise them how to make an appointment. If you need to make an appointment you should contact

**Taysides Children's flu line**

**01307 475240**

## Extended Hours

**As of October our extended hours have changed.**

**Early appointments Wednesday 07.00 – 08.00**

**Late appointments Thursday 18.00 -19.00**

**Appointments are available with GPs, Nurse Practitioners and Practice Nurses.**

### When will your prescription be ready?

The practice has a target of generating your repeat prescriptions within 48 hours.

If you have signed the mandate to have your prescription delivered to a Pharmacy of your choice you need to allow additional time for the chemist to dispense your medication before attempting to collect it.

Please factor in some additional time when ordering your medication.

### Delivery of Medication to your home address

Some of our local pharmacies do offer this service though you may be asked to pay a small fee to cover their costs for doing so.

### The Listening Service

Appointments with the listening service are now available on a Tuesday morning.

This is a person centred service staffed by trained volunteers. It is non-directive, non-judgemental, non-religious and confidential. It looks out for the whole person.

Mr Daniel Goodey is our volunteer listener.

Tell one of our GPs, nurses if you think this service is for you.

### Training Afternoon: Practice Closure

The practice will be closed for the afternoon on **Wednesday 6<sup>th</sup> November 2019 at 13.00** to enable our staff to attend training events.

### Advance Nurse Practitioners – emergency care

We are supporting the training of Advanced Nurse Practitioners in the provision of emergency care in our area.

During her training Jackie will be learning how best to assess and support patients who require home visits. During this time she will be accompanied and supervised by Lorna Dunlop (Intermediate Specialist GP Lead).

If you request a Home Visit, it is possible that Jackie Cutler (ANP Trainee) may well come to see you in your home or nursing home when she is visiting the practice.