

RED PRACTICE NEWSLETTER



SPRING 2009

Welcome to our Spring Newsletter. We hope you are finding the information in our Newsletter helpful.

Changes at Reception

We have now transferred all our patient records on to computer. This has allowed us to dispose of the shelving and given us extra space. This has given us space to install 4 more computers,

Questionnaires

Over the next few months we will be asking you to complete questionnaires for us. This is information that we require to update our electronic records. We know this can sometimes be frustrating but it would help us immensely and we would be obliged if you could help us by taking a few minutes of your time to complete the details. If you do not have a pen please ask at reception.

Evening Appointments

You may have noticed that we have extended some of the evening surgeries on Tuesdays and Thursdays, the last appointment being 7.20pm. This is subject to change when doctors are on annual leave. ***From 6.30pm there will be no receptionist available and patients will have to use the above mentioned Electronic Check in System situated in waiting area 5.***

If you cannot keep an appointment for any reason please let us know so that we may give it to someone else.

Electronic Check in

Just to remind everyone that our Electronic Check in Service is available if you do not wish to check in at reception. This is being used successfully by some patients who find it quick and easy to use. It is helpful if reception is busy or you are running late for your appointment.

We would appreciate any feedback from those who are using this system.

Practice Participation Group

If you would like to be involved in an occasional meeting along with other patients and some staff your ideas and presence would be welcome.

We intend to have at least two meetings in the year. We had a short evening meeting in January of this year and we would like to follow this up with a meeting in the summer.

At the most recent meeting we discussed the following:

- Results of our annual patient survey
- New information regarding appointments
- Monitor/screens with practice information for waiting area
- Red Practice Website

Prescriptions On-Line

Just a reminder that repeat prescriptions can be ordered on-line, but ***you must be registered for this service.***

New Prescription Charges

| Prescription Type | Cost |
|-----------------------------------|--------|
| Single Prescription | £4.00 |
| Quarterly Pre-payment Certificate | £13.00 |
| Yearly Pre-Payment Certificate | £38.00 |

Non-NHS Charges

Occasionally some administration work is not covered by the NHS therefore there will be a charge made at the time and this is also payable at this time. Details of these charges are available from reception. We are sorry to say we do not have the facilities to accept Credit or Debit cards.

Holidays

It is coming up to holiday time again. If you are lucky enough to be going somewhere exotic please allow yourself plenty of time to organise vaccinations for travel.



Building Work

Over the next few months we will be starting building work on a new extension to the practice. We apologise for any inconvenience this may cause but hope that you will be patient as this will make a big difference to both the practice and patients.

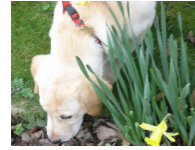
CHALLENGES

Dr Dutton will again be cycling the Etape Caledonia on the 15th of May. This involves cycling 81 miles from Pitlochry to along with more than 3000 other cyclists. He will be raising money for McMillan cancer Support. We hope he has plenty stamina and no punctures.

There is a sponsor sheet at reception should anyone wish to sponsor him.

New Additions

We are pleased to announce that Dr Mahon has had a new addition. A brand new puppy has arrived in her household and her name is Banjo. She is keeping Dr Mahon on her toes.



We are also delighted to announce the safe arrival of George. George was born to Dr Liz Harvey who has been doing quite a bit of Locum work for the practice. George weighed in at a magnificent 9lb 13oz. They are both doing well and we wish them all the best.

Elizabeth, one of the practice receptionists has become a granny again for the fifth time.



granny again

Natasha from reception will be leaving us in July to be married and she is moving away from Perth. We wish her and her future husband all the very best.



New Faces

Dr Jennifer Peebles will also be starting with us in August 2009. Dr Peebles will be our new registrar and she will be with us for one year.

Practice Pharmacist



Alistair our Practice pharmacist is leaving for pastures new at the end of May. We wish him all the very best.

Monday Holidays

| | |
|--------|------------------------------|
| Monday | 13 th April 2009 |
| Monday | 4 th May 2009 |
| Monday | 25 th May 2009 |
| Monday | 27 th July 2009 |
| Monday | 5 th October 2009 |

We also have PLT (Practice Learning Time) days. On these days the practice closes at 12.00 noon and will not open until the following day. These days are listed below but may be subject to change.

| | |
|-----------|--------------------------------|
| Wednesday | 17 th June 2009 |
| Wednesday | 26 th August 2009 |
| Wednesday | 14 th October 2009 |
| Wednesday | 18 th November 2009 |
| Wednesday | 24 th February 2010 |

We would also like to remind you that the practice is closed **EVERY WEDNESDAY** between 12noon and 1.30p.m. for staff training. There are still a few people who are not aware of this and travel to the surgery to find that it is closed.

THE PRACTICE VISION STATEMENT

The practice is committed to developing the whole Primary Health Care Team to deliver a high quality and cost effective service to our patients.

To help achieve this, the whole team will focus on the vision of the practice and uphold the following Mission Statement.

PRACTICE MISSION STATEMENT

To have:

- a. A healthy aligned culture promoting team leadership with shared values.
- b. A culture which supports flexibility, loyalty, trust, empathy with human treatment taking precedence.
- c. Strength in consolidation and continuity, valuing information, knowledge, development and stability by having a strong commitment to personal and professional development, good information management and attention to practice procedures and protocols.
- d. Knowledge networking where we purposefully share our knowledge, structure our work to learn from each other, and strive to work more effectively together to get things done.
- e. A relaxed, peaceful and safe environment to work in.
- f. A safe and controlled platform to enjoy and fulfil the human and organisational needs of the internal and external organisations and the patients of the practice.
- g. An ethos to reinvest wisely and support innovation.