

# Tay Court Surgery



**Newsletter Spring 2020**

**Dr Paton, Dr Gardiner, Dr Sanu, Dr Cross, Dr Raza, Dr Pillai**

## Opening Hours

**Mon** - 08:00-18.00

**Tue** - 08:00-18:00

**Wed** - 08:00-18:00

**Thu** - 08:00-18:00

**Fri** - 08:00-18:00

## Public Holidays

The Surgery will be closed on:

**Mon 6th April**

**Mon 13th April**

**Fri 8th May**

**Mon 25th May**

## Extended Hours Appointments

We offer early morning appointments on a Tuesday and Thursday from 07:30-08:00. These appointments are for patients who are **unable** to attend during normal hours. These appointments must be booked in advance.

Please see Reception for details.

## Text Messaging Service

The Surgery offers an SMS text messaging service for contacting patients. If you wish to be a part of this, please update your mobile number with Reception and give us written or verbal contact that you wish to opt-in for this service.

## Coronavirus (COVID19) - Latest

As the situation is changing daily, keep up to date by getting the latest information from

**[www.nhsinform.scot](http://www.nhsinform.scot)**

**[www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)**

## Community Care and Treatment Services

Dundee Community Care and Treatment Service is a pilot scheme which was initiated by NHS Tayside with the Dundee Health and Social Care Partnership in February 2019. This new service has been developed to support GP Practices within agreed localities of Dundee.

All patients over the age of 16 who require blood tests, wound care or suture removal can be seen by the Community Care and Treatment Service at Lochee (for bloods only) and other medical centres. Patients will be asked by their Practice to telephone the service for an appointment. The service aims to give appointments which meet the needs of patients and will work in partnership with GP Practices to ensure patients' needs are fully met.

## Minor Ailments

Before calling the surgery, please speak to a local pharmacy about your symptoms or check out **[www.nhsinform.scot](http://www.nhsinform.scot)**. The '**Symptoms and Self Help**' tab may help you decide if an appointment is really necessary

## Staff Updates

Over the last year:

Dr Mike Hayes and Nurse Alexis Macrae have retired and we wish them all the best for the future.

To complement our team, we have a new nurse - Jane Thomson and two more admin staff - Holly Walton-Jones and Patricia Buckingham.

# Tay Court Surgery



**Please allow**  
**4 working days for**  
**repeat prescriptions**

**Allow an extra day for**  
**any items not on your**  
**repeat or**  
**if your prescription is**  
**to be forwarded to a**  
**chemist**



**Antibiotics** don't work for most colds, coughs and up to 90% of sore throats. Rather than asking for antibiotics, visit your nearest pharmacy and ask a pharmacist about effective treatment to relieve your cold, cough or sore throat.

Don't worry if your symptoms last a week or more - that can be normal.

Sore throat/tonsillitis - 1 week

Common cold - 7 to 10 days

'Flu - 2 weeks

## **Abusive and Aggressive Behaviour**

Tay Court Surgery operates a Zero Tolerance policy with regard to violent and abusive behaviour. The Practice has the right to remove violent and abusive patients from the list with immediate effect in order to safeguard Practice staff and patients.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record the removal and the circumstances leading to it.

## **Ordering Repeat Prescriptions**

- The best way to re-order your prescription is by registering for our Online Services. A form can be picked-up from Reception. Please bring valid ID.
- Prescription tear-off slips or request forms can be handed in to Reception.
- Requests can be posted in to us and posted back (please enclosed a SAE). We accept no responsibility for lost or delayed prescriptions.
- We can also accept requests via Fax (01382 202 606).

**Please note: we do not accept requests for repeats over the phone or in GP consultations.**

## **Practice Pharmacist**

Do you have any queries or worries about your medicines eg does one medicine adversely affect another; taking too many items, synchronising repeats; unable to get your medicine from a chemist, suffering side effects etc? Tay Court Surgery has a pharmacy team who will be able to help.

Enquire at Reception or ask your local pharmacy.

## **Listening Service**

Do you need to talk? Most of us do, especially during the difficult times. Sometimes it's just helpful to share a story or get something off your chest.

A volunteer-led, non-medical Listening Service is available on Tuesday afternoons to help those coping with stress or illness. This service is for patients, relatives and carers.

If you think this service is for you, book a one hour confidential appointment with Fiona via Reception.