



❖ The Westgate View ❖

Drs Austin, Gallagher, Groome, Harrison, Hunter, Johnston, Lowe, Part and Whittingham Autumn/Winter 2018

DR DIANA JOHNSTON

Diana Johnston joined the Blue Practice of Westgate in August 1988 as a partner with Dr Watson and Dr Goudie, replacing Dr Katy Mcgregor. Like her predecessor, Dr Johnston became well loved by patients and staff alike. She cared for her patients deeply and had a great knowledge of the families she looked after.

During her career, Dr Johnston developed an interest and passion for teaching, eventually becoming Associate Advisor at the East of Scotland Deanery. This involved co-ordinating the training of post-graduate doctors and teaching conferences, and Diana was highly regarded by her academic colleagues for her dedication to this role. As reward for her contribution to general practice she was awarded Fellowship of the Royal College of General Practitioners.

Outside of work, Dr Johnston has a keen interest in the outdoors and has climbed some of the world's highest mountain ranges, as well as completing Munros. At the moment she is 5 short of completing all the Munros but has them in her sights in retirement.



SURGERY POD

Many of you visiting the surgery may have noticed a cubicle which has been set up in the Nurse's waiting room opposite Treatment Room 1. This is a surgery pod which allows patients to record measurements such as height and weight and blood pressure and also record other aspects of general health such as smoking status, alcohol intake, family history etc. Although there is a little fine tuning to be done it is now operational and we will be encouraging patients to make use of this service. We are hoping it will be useful for new patient checks and also for monitoring measurements for patients with long-term conditions. It can also be used for monitoring BP when patients can chose a time which is convenient for them and have measurements done when they are feeling relaxed. All the information is entered via a touch screen with easy to follow instructions and will be recorded in the patient notes.



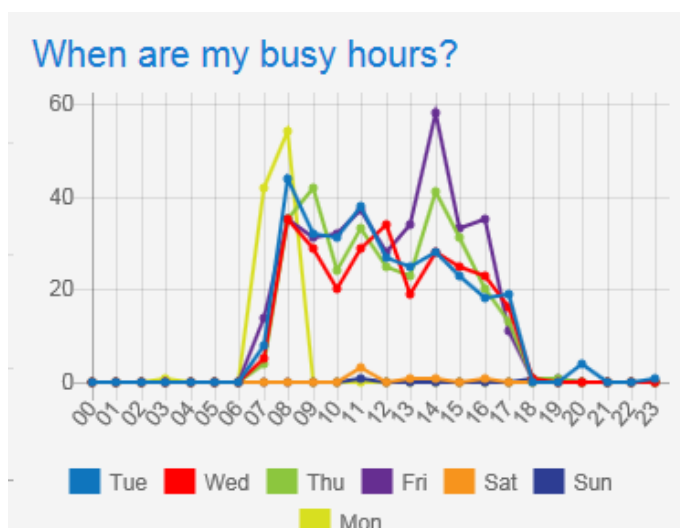
If you are asked or wish to use the pod and are unsure about it then there will be Practice Nurses around who can help you out.

VISION ON LINE

You may be aware that we have launched a new system called Vision on Line which has been available since January this year. It allows patients to book routine GP appointments and also to order repeat prescriptions. Before Vision on Line repeat prescriptions could be ordered through the website but as from 31st October this means of ordering repeat prescriptions will no longer be available and we will be moving entirely onto the new system. This requires patients to register which can be done in the Practice or online but does require a form of ID. Prescriptions can still be requested in person/via tear off slip.

CONTACTING THE PRACTICE BY PHONE

From time to time we look at our systems to see how different services are performing. In a previous newsletter we looked at the repeat prescribing system and more recently we have had a look at demand and usage of the telephone service to identify areas of high demand and to look at how we can make the service more efficient. Our receptionists spend a lot of time answering telephone calls and when we looked at how many calls we had received and dealt with over the last year it amounted to 69,543! A receptionist's job is certainly a busy one and certain times during the week are more hectic than others. Monday mornings between 8 and 9 as you can imagine are particularly busy and we would urge that this time is reserved for urgent calls, for example if patients need to be seen that day or are requiring a housecall. We would be grateful if non urgent matters can be left until later in the day or even later in the week. For patients who are calling for results we would ask that phone calls are made after 2pm as receptionists are able to access these results more easily at this time and generally the phone lines are a little less busy.



NEW STAFF

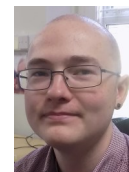
Over the last year or 2 there have been quite a few changes to the medical team within the Practice especially with the retirement of Doctors who have been working here for many years and a lot of patients especially older patients are taking time to get used to the changes. In the current climate GP recruitment is challenging but we have been very lucky that we have been able to recruit Doctors easily and the team is moving forward with fresh faces and so far we feel that the transition has been a smooth one.



Dr Mohamed Elseedawy joined us in August. He is one of our new Registrars in training doing his first 6 months within the Practice. He will then be moving on to hospital specialties but will return in 2020 for his 3rd full year of training.

Dr Jenny Levison you may remember training with us and left to have a baby. She returned in October to complete her training and is with us for a few months.

Sam Barclay is a new member of our reception team. He has been working since January initially to cover maternity leave but now is a permanent member of staff.



FESTIVE ARRANGEMENTS

The last date to order your prescription before Christmas is by 3pm on Friday 21st December to collect after 3pm on Monday 24th December from the surgery. Orders after 3pm will be available to collect from the surgery after 3pm on Thursday 27th December.

The last date to order your prescription before New Year is by 3pm on Friday 28th December to collect after 3pm Monday 31st December from the surgery. Orders after 3pm will be available to collect from the surgery after 3pm on Thursday 3rd January.

ALL THE BEST FOR THE FESTIVE SEASON



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