



**Scotstown
Medical
Group**

CAIRNFOLD ROAD
BRIDGE OF DON
ABERDEEN
AB22 8LD
Appointments Tel 01224 702149
Enquiries Tel 01224 551415

17 November 2016

Dear Patient

Important changes to our appointment system

From **Monday the 21st of November** we have made some improvements to the way you book an appointment.

- **What are the changes?** All urgent requests for an appointment will receive a call-back from a GP or Nurse practitioner. After discussing your problem you will be given an appropriate appointment with one of the clinical team, all of whom can prescribe medication if required. It may also be that your query can be dealt with over the phone.
- **Why make these changes?** With increasing demands on our service we are keen to make our provision of appointments fairer for all. This triage process has been used successfully by many other practices and it ensures that truly urgent requests are dealt with timeously with more routine matters waiting a few days.

Help us help you.

- Urgent requests- When you request an urgent appointment our reception staff will ask you the nature of the problem. This information is incredibly useful and helps the duty doctor prioritise who should be called first. Your help is much appreciated and please be assured that this information is kept strictly confidential.
 - More routine requests- Continuity of care is important so we are keen to link your requests to the clinician who knows your problem best. Again, sharing some information with the reception staff will help greatly and you will receive a call-back within 48 hours.
- **What hasn't changed?**
 - Routine appointments will still be available to book in advance with the clinician of your choice
 - Practice nurse and phlebotomy services can be booked as normal



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You can also help improve your access to care with the following services, where treatment is available, free of charge

- Urinary tract infections- your local pharmacy will still be able to assess and prescribe for UTI's in women between 20-65 years old
- Physiotherapy- you can self refer for physio input – call 0800 917 9390 or visit www.nhsinform.co.uk/msk
- Optician services- community opticians are qualified and happy to see patients with almost all eye problems. (Pain, injury, altered vision etc)

We would ask for your support while we implement these changes, and fully anticipate the result will be better availability for those who need to be seen urgently. We will monitor the development of our triage system and continue to seek better ways of serving our patient population.

Watch out too for further improvements to our online systems coming soon, including online prescription ordering and appointment booking and cancellation. For the latest information visit our website www.scotstownmedicalgroup.co.uk

Yours sincerely

The Scotstown Doctors