



Barony Practice News

Barony Practice

Issue 1
May 2014

Appointments — What’s going on?

As you may have noticed we have had a very high demand for appointments recently.

Factors influencing this include a high prevalence of winter vomiting illness, a lot of viral upper respiratory infections, and a significant number of seasonal infections, on top of a growing general demand for appointments for chronic disease management.

On top of this we have had a prolonged period without having a training doctor in the practice. Dr Thornborrow is on maternity leave and Dr Gawn is returning in August for a further year of registrar training.

These factors have combined to put pressure on our appointments system and we realise many of you have had experience of ringing on the day, first thing at 8:30 am only to find that all the appointments have been taken by the time your call is answered.

We have tried several approaches to this problem, as we recognise how frustrating it is for everyone involved.

We have increased the number of appointments available. We have audited the demand over

the course of the week and recognise that Mondays and Fridays are days of high demand and we have tried to add extra capacity to these days. We have also started to triage some calls. This means that often the receptionist will ask for some details of your symptoms and a contact phone number in order that one of the doctors can phone you back for triage. This should mean that you see the right person at the right time, and allow access to advice or treatment by means of a telephone consultation if appropriate.

We are aware that its hard to find a universally acceptable system that suits all of our patients all of the time, but we always try to provide high quality care. We welcome feedback and suggestions on any aspects of the appointment system. For details of how to give us feedback please see below.

Overall we provide about 340 doctor appointments and about 175 nurse appointments a week, and over 95% of these appointments are kept.

However we have a number of appointments which are


booked but not attended.

Most recently there was a total of **390 minutes** of doctor and nurse time wasted in one week through non-attendance at booked appointments. This equates to six and a half hours of consulting time, or the ability to see 39 patients.

If you have booked an appointment and are unable to make it please ring the surgery in plenty of time so that the appointment can be cancelled and offered to someone else. Alternatively appointments can be cancelled by **texting 07935 345500**.

Please work with us to help us achieve a great level of care and accessibility.

Useful numbers

- **0141 889 3732** is the main practice number
- **0141 843 4349** is the prescription reordering line
- **111** is the NEW out of hours number for NHS 24.
- **0141 848 9090** is the number for First Crisis, a part of RAMH for help in a mental health crisis.
- **0500 829 093** is an alternate freephone number from landlines for RAMH
- **0141 843 4396** is the direct line to the health visitors
- **0141 314 4008** is the direct line to the district nurse service
- **0141 887 0880** is the number for the RCA Trust which provides counselling for alcohol and other addictions.
- **0141 314 9402** is the number for Sandyford Services Renfrewshire for sexual health and family planning.
- **01505 821 316** is the number for the Paisley Stop Smoking Service.

Feedback to Shape the Practice

We welcome constructive feedback - good or bad. We believe in being accessible, approachable and engaged with our patient population.

There are several ways to give feedback to the surgery and we take note of all forms of feedback, discuss the points raised,

and make changes where appropriate.

You can either -

- speak to any of the staff or doctors.
- visit the practice website at www.barony.org.uk
- make a formal com-

plaint by contacting the practice manager Mrs Bernadette Arthur.

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North Croft Street
Paisley PA3 4AD

Phone: 0141 889 3732
Fax: 0141 889 7502
E-mail: louisehallam@nhs.net

If there are areas of interest or local events you would like to see featured in this newsletter please email at the above address.

We're on the web!
barony.org.uk

Self Referral

Mailing Address Line 1
Mailing Address Line 2
Mailing Address Line 3
Mailing Address Line 4
Mailing Address Line 5

A Fond Goodbye. A New Beginning.

After 11 years of service, Carole has finally retired to pursue her love of baking and to spend more time with her family.

The practice said a goodbye to her at The Glynhill Hotel, and hopes that she will visit regularly with her baked creations!

We have taken on a new member of reception staff called Elizabeth, who will replace Carole in the afternoons.

We have also expanded the number of GPs in the practice on a permanent basis, with the welcome addition of **Dr Fiona Reilly** as a permanent partner in the practice.

Dr Reilly has worked for three years already in the practice and we are delighted to confirm her in a permanent role.

She is a very experienced doctor who has received lots of positive feedback from staff and patients.

She has a special clinical interest in contraception, and performs insertion/ removal of the implantable contraceptive which is a method growing in popularity for those seeking reliable long-lasting, reversible contraception.

Dr Reilly consults every day except Monday.

Dr Johnstone has recently taken on a significant new role developing the future of the NHS in Paisley and Renfrewshire. This demanding role makes use of his wealth of experience looking after the local population over the past twenty-something years, and he will be working closely with represent-

atives from the RAH and the health board to shape the way patients are looked after.

As a result he is consulting less often in the practice, but remains fully committed to primary care.

For details of his new consulting sessions, as well as full details of all the GPs availability, please visit the website.



The practice wishing Carole a long and happy retirement at the Glynhill.