



# Princes Street Gazette

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## CHANGES IN THE LIFE OF PRINCES STREET

On 1 April we said fairwell to Dr John Foster. Dr Foster joined the Practice in 1978 and we are sorry to see him go.

We wish him and his family a long and happy retirement.

Dr John Murdoch who was a Registrar with Princes Street Surgery a few years ago has now become a partner.

## QUESTIONNAIRES

A big thank you to all patients who completed the questionnaires which were given out during January. 240 questionnaires were returned completed.

The majority of the questionnaires completed showed that the practice was doing a good job in a rather difficult climate.

Most of the criticism received was regarding the telephone system.

We have almost 8000 patients any of whom can be trying to contact the surgery at any time. This can lead to added pressure on the telephone answering system in the early mornings and more especially on a Monday morning.

In January of this year, just as the questionnaires were being given out, a new phone system was installed. We would hope that together with more receptionists answering the calls, this should make for easier communication into the practice.

Telephone calls re results or for advice from doctors should be made between 10.45 and 11.15 am.

## REPEAT PRESCRIPTION REQUESTS

During the course of the next few months the surgery will be closing for public holidays. Help us to help you by ordering any medication you require in plenty time so that you can enjoy the holiday too.

Are all your prescription requests made at the same time – or do you run out of different drugs at different times of the month. If this is the case, please ask at reception for a form, complete it and return it together with your next repeat prescription request and your medication will be adjusted to run concurrently.

## CHRONIC DISEASE CLINICS

From 1 March our Asthma/CHD/COPD/ Diabetes and Hypertension clinics have been redesigned. When you receive your letter recalling you to a 'monitoring' clinic this is replacing our old-style clinics. You will be able to make an appointment for a day and time suitable to yourself to come and have your condition checked by our Snr Nurse, Mrs Denise Gibson. Also, if you suffer from more than one of the above conditions you need only attend for one appointment.

## TRAVEL CLINICS

This is the time of year we are all thinking of our holidays! Our practice nurses will be happy to answer your travel health queries. Please ensure you give yourself

plenty of time to have the necessary injections. A charge may be made for some injections - for example 'Yellow Fever' £50. You may require a prescription from doctor so booking ahead for our practice nurse is essential. Avoid any last minute delays!

### PERSONAL DETAILS

Please help us to help you by keeping your details up-to-date with us. Changes in name, address or phone (mobile or landline) should be done as soon as possible to help us maintain our patient-base correctly.

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