

# Carden Medical Centre



## December 2007 Newsletter



### **New Telephone System**

At Carden Medical Centre, we are constantly trying to improve the service we provide to our patients. We have been aware for some time now that it is difficult to get through by telephone to the practice at certain times of the day, particularly 8.30 in the morning. This has not been helped by the difficulties currently being experienced with our computer system.

From Monday 3<sup>rd</sup> December 2007, we will be moving to an automated telephone system. To ensure that callers are directed to the most appropriate service, the phone will now be answered automatically and you will be offered a choice of the following 5 options:-

1. Genuine Medical Emergency
2. Appointments
3. Other General Enquiries
4. Prescriptions
5. Results

You will then make your choice and will be put through to that service. If there are other people calling at the same time, your call will be placed in a queue and you will be informed where you are in that queue.

Can I remind you of the following opening times:-

- Routine appointments – 8.30 a.m. – 6.00 p.m.
- Prescription line - 10.30 a.m. – 5.00 p.m.
- Results line 11.00 a.m. – 4.00 p.m.

If you ring these services outside these times, you will be asked to phone back at the appropriate time.

May I also request that option 1 is only used for genuine medical emergencies.

If you do not have a touch tone telephone, please continue to hold and your call will be answered as soon as possible.

As mentioned above, the purpose of installing the automated system is to direct patients to the most appropriate service and to improve efficiency. We would welcome feedback about how patients feel this system is working which should be directed to the Business Manager.

### **Prescriptions**

Please ensure that you have enough medication ordered to see you over the holiday period. Remember to allow 48 hours for collection of repeat prescriptions and 72 hours for prescriptions that are to be sent out by first class post.

Several pharmacies provide a prescription collection service, please enquire at reception.



## Zero tolerance

I find myself in the unfortunate position that I have to bring this matter to your attention again. Carden Medical Centre prides itself on being a friendly, helpful practice that provides a pleasant environment for patients and staff. Over the last few months, we have noticed that doctors and staff, particularly the reception staff are being subjected to verbal abuse from an increasing number of patients. We have a duty to provide a safe environment for our staff and will not tolerate them being abused in any form. Patients found to be abusing staff will be asked to leave and find themselves another practice.

The staff are here to help you and they do what they can to achieve this, however they do have strict policies and procedures that they have to adhere to which may sometimes appear unhelpful, however this is not the intention. I am aware that patients have been frustrated recently with the change over to our new clinical system. We have had many technical problems that are beyond our control and this is difficult for patients, doctors and staff. NHS Grampian, who provides our computer system, is working tirelessly to correct the current difficulties and we are in touch with them on a daily basis to try and get the issues resolved. We would therefore ask for your understanding and patience in this matter.

I am sorry to have to bring this to your attention, as the majority of our patients are lovely people who are a pleasure to work with, however as mentioned earlier, we do have a duty to our staff as well as our patients and trust you understand my reasons for this article.

Thank you,

Lorraine McKenna  
Business Manager.



## Computer System

As many of you may be aware, we have recently changed our clinical system. Coupled with this we have moved to a Managed Technical Server (MTS) which is designed to ensure that in the event of a major disaster, all our computerised information can still be accessed. However the transfer to the MTS has not been as smooth a transition as we would have liked and we are experiencing new problems daily. As mentioned above, NHS Grampian provides our computer system and they are doing everything in their power to resolve the difficulties and we are in touch with them on a daily basis. I would ask you to bear with us during what is a very trying time for us and for patients and ask you for your continued patience. Thank you for your understanding.

Lorraine McKenna  
Business Manager

## Flu Vaccination Reminder

A reminder for those patients aged over 65 or are suffering from a chronic illness, who have not yet had a flu vaccination. Following advice from the Chief Medical Officer for Scotland, we are offering you vaccination against Flu. We hope that you will take us up on this offer and protect yourself over the winter months. Please ask at reception or contact the surgery for an appointment or further details.



Please visit the practice website for more information about  
Carden Medical Centre and related links.

[www.cardenmedical.com](http://www.cardenmedical.com)