

NEWSLETTER – DECEMBER 2015

Welcome to the December edition of the Auchtermuchty Health Centre Newsletter. We hope that you have found previous editions of the newsletter informative and we will continue to produce newsletters throughout 2016.

Copies of all our newsletters can be found on our website www.auchtermuchtymedical.co.uk

WHY DO RECEPTIONISTS / ADMINISTRATORS ASK ME CLINICAL QUESTIONS WHEN I AM ATTEMPTING TO ACCESS AN APPOINTMENT?

The role of Receptionist/Administrator is increasingly complex and involves more than "just answering the telephone".

Over the years the role of Receptionist has evolved in to more of an Administrative role. Without these core members of the Practice Team, who are usually the first points of contact during the Patient Journey, General Practice would not be able to function effectively.

In order for our Receptionists/Administrators to signpost patients to the most appropriate member of the Clinical Team in an appropriate timeframe, they have been instructed by the GP Partners and Practice Manager to gather clinical information at point of contact.

Just as you are asked clinical information by a Telephonist who is also considered non-clinical when accessing NHS24 or an Out of Hours Service, this information is just as relevant when attempting to access an appointment with a GP.

There is often a misconception that the non-clinical members of the Practice Team are not governed by the same Patient Confidentiality Policy as the clinical staff. This is inaccurate. Each member of staff at Auchtermuchty Health Centre has signed exactly the same Patient Confidentiality Policy, and understands the implications of breaching this policy.

ZERO TOLLERANCE POLICY

Auchtermuchty Health Centre in association with all NHS Fife employees operates a Zero Tolerance Policy for aggression and inappropriate behaviour. The policy includes the use of foul, inappropriate or threatening language.

Any patient breaching the policy will be removed from the Practice list.

CHRISTMAS OPENING

Auchtermuchty Health Centre will be closed on the following dates: 25th & 28th December and 1st & 4th January.

As in previous years, due to this being a very busy period within General Practice, Auchtermuchty Health Centre will NOT be offering any ROUTINE appointments during the Christmas/New Year fortnight. As such we will be offering an acute service during this period, whereby you will ring at 0800 to access an "on the day" appointment with a GP.

Finally, Auchtermuchty Health Centre would like to thank Patients for their continued support this year and we would like to wish you all a Merry Christmas and Healthy New Year