

COAST HEALTH SPRING NEWSLETTER



Change is coming....

Demand for appointments is now much higher than our capacity to provide them. This demand has trickled down from huge secondary waiting lists. We have therefore looked at ways to make our practice more efficient and have liaised with other local surgeries that have changed their ways of working with great success for staff and patients.

GP Practices have suffered real-term funding cuts for years meaning we cannot invest in services, employ more staff and increase capacity. The Scottish Government is also no longer funding the increase in national insurance contributions meaning that this is equivalent to a further yearly pay cut of several percent. We are a small business and are tied to our contract; we cannot simply 'put our prices up' to cover these costs and therefore your surgery suffers. Unlike your secondary care services we cannot run at a loss or we would be forced to close.

We have therefore taken the decision to invest in an online triage system in the hope that you as our patients will have easier access to seeing who you need, when you need without the frustrating delays that you have experienced lately. We hope to train on the new software in the next coming weeks and then go 'live' towards the end of April. We will keep you all updated and reassure you that we have seen this system at work and the positive impact it has had.

Warm Welcome



We are delighted to welcome two new doctors to the Practice, **Dr Lucy Miller** and **Dr Ruth Cordiner**. Dr Miller joined us in September and Dr Cordiner will start in April. We are very lucky, in this beautiful part of Fife, to have been able to recruit, given our national shortage of GPs. We hope that they enjoy being part of the team. Together with **Drs Robinson, Bowditch and Majumdar** we look forward to continuing to care for the practice population of Coast Health.



Fond Farewell

We said goodbye to **Dr Sharma** who left to practice medicine in Newfoundland, Canada! He thought Scotland was cold; we don't think he knew what he was letting himself in for!

Advanced Nurse Practitioner **Gill Dennes** is stepping back from her role at Coast Health to pursue her passion for lifestyle medicine and will be spending more time as a Yoga Therapist/teacher here in the East Neuk. We wish her well in this next stage of her career and thank her for all she brought to the team.



The last few years have also brought changes to the admin team and we are very fortunate to have built a strong team who provide an invaluable service at the forefront of the Practice. Please continue to treat them with respect.

We must also mention the established nursing team of Catriona and Laurie who continue to provide care in the treatment rooms at both Pittenweem and Elie Surgeries.

To cope with demand for nursing services the Practice is now supported by NHS Fife employed nurses and healthcare support workers who work in our surgeries and also in the community treatment hub in Skeith Healthcentre in Anstruther.



Gill Dennes, RGN, MSc, Queen's Nurse

Right Care, Right Place

 <p>NHS Inform Check your symptoms Find local services and opening times Health advice to help you stay well</p>	 <p>NHS 24 Online App A handy app to help you check your symptoms and find your nearest service</p>
 <p>Pharmacist Cough, colds, and sore throats Aches, pains and UTIs Diarrhoea or constipation Help if you run out of your repeat prescription</p>	 <p>Mental Wellbeing Platform designed to find and Bookings open: 9:00 to 5:00 PM For urgent mental healthcare call NHS 24 on 111</p>
 <p>Optometrist Red and/or itchy eye Blurred or reduced vision Flashes and floaters</p>	 <p>Dentist Pain to mouth or teeth Swelling in mouth Toothache and general dental advice</p>
 <p>GP Practice A range of clinicians, including doctors and nurses, to help you with both physical and mental health issues</p>	 <p>Minor Injuries Unit Cuts and minor burns Sprains and strains Suspected broken bones and fractures</p>
 <p>NHS 24 When your GP and pharmacy are closed, and you are too ill to wait call NHS 24 on 111</p>	 <p>999 or A&E For emergencies including: Suspected heart attack or stroke Severe breathing difficulties Severe bleeding</p>

If you think you need to attend A&E, but it is not life or limb threatening call NHS 24 on 111

To check your symptoms visit: nhsinform.scot