

# Daisy Villa Medical Practice

## USEFUL INFORMATION

November 2023



### BUILDING WORKS

NHS Orkney is planning to spend some of the funds it received for green initiatives here at Daisy Villa. This may mean some disruptions over the next few months, we apologise in advance if this is the case.



### ANNUAL REVIEWS

Just a quick reminder about the importance of annual reviews. For example, if you are taking medication it is important to check yearly that it remains effective and the dosage does not need to be altered. So, if you receive an invitation to attend the surgery for your annual review it is really important to do so.

### REPEATS - PLEASE GIVE US 3 WORKING DAYS

There are an increasing number of patients requesting repeat prescriptions to be made up on the same day. Whilst we understand that mistakes happen and patients may occasionally run out of medication (and under these circumstances we will of course do our very best to help you), this should not be happening regularly. We politely ask that you please reorder when you have 7 days of your medication left, and collect after 3 working days.

### NHS Orkney's FLU & COVID VACCINATION PROGRAMME AUTUMN/WINTER

If you are eligible for them, it is very important to get your Flu and or Covid vaccinations.

For more information see the NHS Orkney website here:  
<https://www.ohb.scot.nhs.uk/nhs-orkney-vaccination-programme>



### Making Appointments at Daisy Villa



Appointments can be made by telephone, on **01856 831206**. Please note that your appointment lasts 15 minutes and if you have more than one problem or feel you may require more time please ask for a longer appointment. When you make an appointment a receptionist will ask you about the nature of your appointment, please do not be offended by this. They are trained to assist you, and are asking so that they can ensure you can be dealt with by the most appropriate member of our team. If the doctor is the most appropriate person to deal with your problem, reception staff will offer you an initial telephone or video call with the doctor. Following this appointment, the doctor will outline a management and treatment plan which may include attending for blood tests, imaging (x-rays), face-to-face examinations with either a nurse or doctor or a possible referral to a specialist. We have found this system to be an efficient way of managing prompt patient access to those most in need. With ever changing pressures on the NHS, we will continue to adapt and improve the service we offer to our patients.

### A Sad Goodbye

We were very sad to say goodbye to Julie Shearer this year, who left us for pastures new. We miss her and wish her all the best in her future career!

### VIDEO CALLS

With wintery weather fast approaching, appointments by Video call, are a fantastic way of speaking to a GP from the comfort of your own home! For more info call us on **831206**.

### A Warm Welcome!

We were delighted to welcome Shevaun Rosie earlier this year, who joined Daisy Villa as a receptionist. She took to it like a duck to water, and we're very lucky to have her!

Staff at Daisy Villa would like to wish all of our patients a:

*Very Merry Christmas & Happy New Year*

We will be closed on the following 4 days over the festive period:

**Monday 25<sup>th</sup> December / Tuesday 26<sup>th</sup> December / Monday 1<sup>st</sup> of January / Tuesday 2<sup>nd</sup> January.**

PLEASE NOTE - Other than the 4 days above, we are open Monday to Friday 08:30 – 13:00 and 14:00 – 18:00 as usual. As we are only shut for 4 days, you should not need to order repeat medication much earlier than normal, but **please give us the usual 3 working days notice, before you collect your prescription.**