

We welcome Dr Lesley Blackwood and Dr Guy Rughani to the practice as partners this month. While Dr Blackwood is known to many of you, Dr Rughani joins us from another Glasgow practice and the team are delighted to have them both on board. I am sure you will make both very welcome.

With having **two new partners on board**, we have **adjusted our boundary to accept new postcodes** from which we will accept new patients, in response to the local growing population within East Renfrewshire. Our boundary can be seen opposite and postcodes can be checked on our [website](#).

We will shortly be launching new interactive forms for chronic disease.

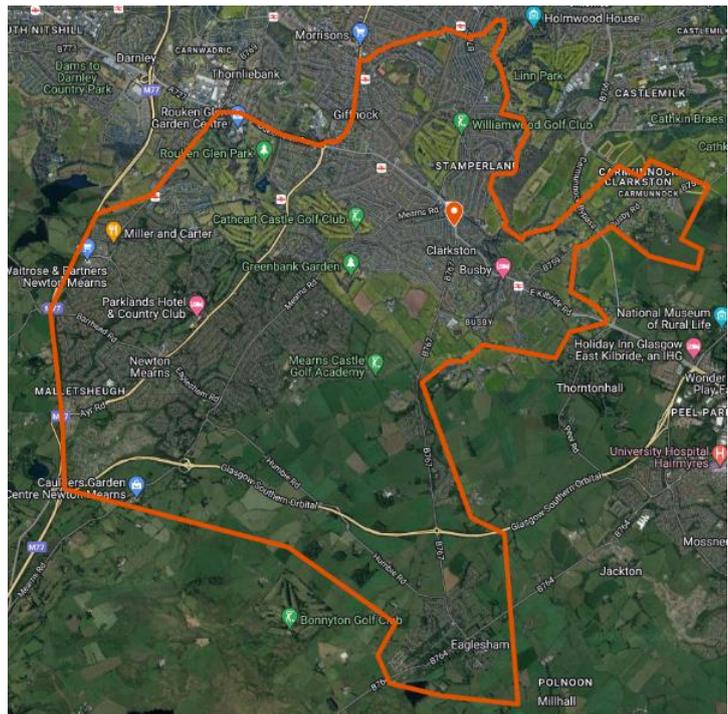
This will allow patients, when invited, to complete online reviews for things such as asthma. This will allow flexibility for the patient in when they wish to complete them and will help us manage these better in-house. **We would ask that patients do not complete these health review forms**

unless invited to do so in order for us to manage the numbers coming through. Patients will be invited by text, which will contain a link to the appropriate web form.

We would encourage patients to use our interactive website forms as opposed to the telephone where possible as these go straight into the practice workflow and are often able to be dealt with more quickly, thus freeing up phone lines for those who do not have internet access. Patient feedback from those who use this system is incredibly positive with a number of patients taking the time to thank us for the system in place. We do value and appreciate that feedback. Where patients use this system please do look out for email responses from the practice. Feedback from patients included the following comment:

"I just wanted to add, this is a great service! I'm a full-time working mum of 3. Having a remote service like this eases the pressure of juggling family and working commitments."

Prescriptions can be requested via the Pharmacy, by telephone (prescription line), Patient Access and our online Prescription Request Form which can be found on our website. **We would kindly ask that patients who normally request by telephone try to use our online form where possible.**



Telephone requests are not dealt with as quickly as those via our website or Patient Access.

Electronic requests go straight into our workflow which saves staff time and results in a quicker

response and fewer errors. Online prescription request forms also receive notification of when a prescription has been actioned by the practice.

We also wish to **thank patients for their kind words, support, gifts and cards on the back of Dr Stafford's death.** Staff have been overwhelmed by the support shown by patients. We have planted a Red Falstaff Apple Tree (seen opposite) in our front garden as a memorial to Dr Stafford, beside which is a plaque dedicating it to him.

He is greatly missed by his colleagues, family and friends.

