



DUNBAR MEDICAL CENTRE PATIENT GROUP

Welcome to the Dunbar Medical Patients Group, we are a small group of people who actively engage with the Medical centre, promoting wellness and also helping the medical centre reach their patients. If you are interested in joining us please drop a note to: johncrobertson@btinternet.com



On behalf of patients, we wish to thank all the staff at Dunbar Medical centre for the exceptional services provided during these somewhat unprecedented times, but in particular the hard work of the reception staff. Do you know, the reception staff are not just the face of the practice, the first person you meet or speak to when in touch with the centre, the reception team acts as a liaison between yourself and the GP's/Nursing staff, please if you receive or make a call to them we ask you to please be patient and polite, they have a very heavy work load and we all need them ever so much.

Do you know calling the medical centre for a repeat prescription creates a vast amount of work for the reception team and also ties up the phone lines for emergencies – why not switch to online ordering, You can order your medication any time day or night without having to wait to call the Medical Centre when it is open. All members of the DMCPG now do this here is what they said “so easy and quick to do...I had my medication the next day” “I can even leave a message for the Medical centre when ordering my medicine” “it saves me making a note to call when the centre is open to remind me I need a repeat prescription” “I wakened up during the night and realised I needed my repeat prescription, I went on line and ordered “ Please switch to online ordering its fast, easy and most of all you will save time for the Team at the medical centre freeing them up to concentrate on seeing/talking to patients as well as reducing vast amounts of paper. Please, please help the Medical centre by ordering your repeat medication on line. Very easy to arrange – look out for a video on how to do this coming soon on the Dunbar Medical Centre Facebook page.



DUNBAR MEDICAL CENTRE - REACHING OUT TO YOU – THE PATIENTS

Following the outbreak of Corona Virus, we have all had to adopt to new ways of communicating, Dunbar Medical Centre is no exception, did you know as well as your own practice website you can find great information on: -

Dunbar Medical Centre Facebook page

Dunbar Medical Centre Instagram

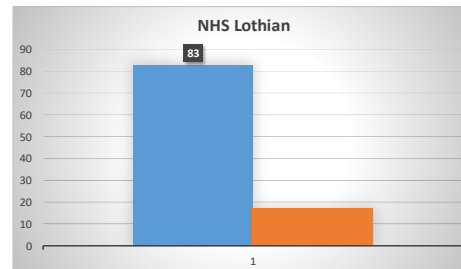
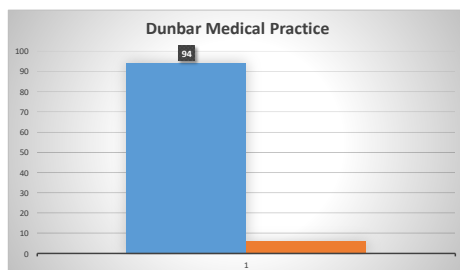
Dunbar Medical Centre Twitter

A new website: WWW.DunbarGP.scot

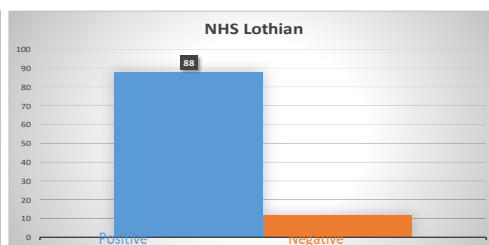
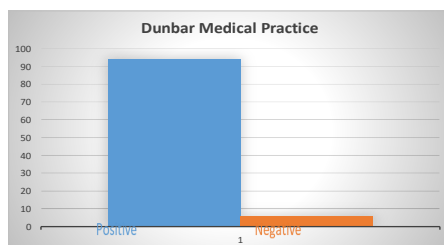
All these online forums provide great information and signpost you to services available for your health needs. Feedback is always welcome, please email the Patients group at DunbarMCPG@gmail.com with any feedback or what you would like to see on these pages, these forums are for us all to use.

A survey has recently been completed by Public Health Scotland. The Bar charts below show how Dunbar Medical Centre is performing compared to NHS Lothian. There were on average 446 respondents for Dunbar Medical Practice and 16,000 for NHS Lothian in total. The charts below are the percentages of Positive, Neutral and Negative responses.

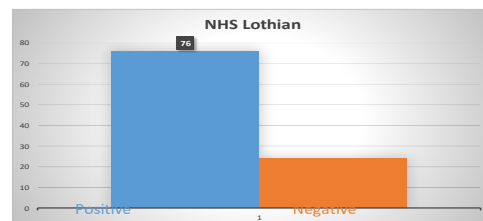
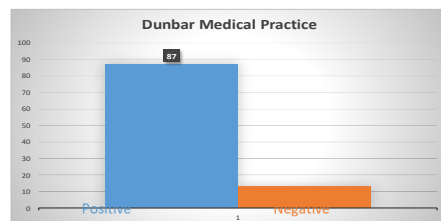
How easy is it for you to contact your GP practice in the way that you want?



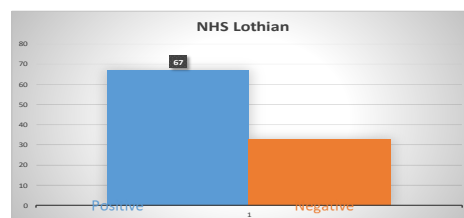
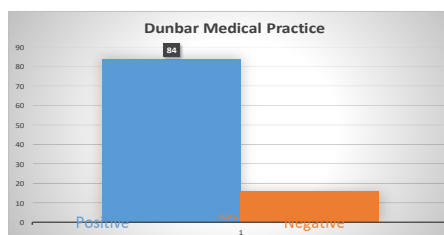
The last time you needed to see or speak to a doctor or nurse from your GP practice quite urgently, how long did you wait?



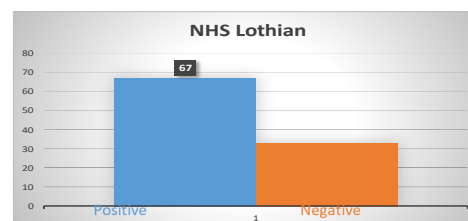
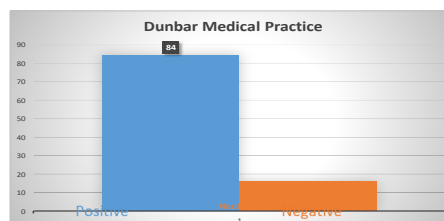
Overall, how would you rate the quality of information provided by the receptionist at your GP Practice?



Overall, how would you rate the arrangements for getting to see a doctor at your GP Practice?



Overall, how would you rate the care provided by your GP practice?



A Massive thank you to our wonderful team at Dunbar Medical centre who have work tirelessly on your behalf and in particular this year following the Corona Virus outbreak, the team had to quickly adapt to new ways of working and caring for all of us. **The Team have put the community** at the heart and sole of their work. Over the last 8 months the Medical centre work has increased dramatically and has taken more time. Where would we all be without them Thank you, Dunbar Medical Centre,

