

WINTER 2025 PRACTICE NEWSLETTER

Dear Patients

Welcome to our Winter Newsletter from everyone at Newfield Medical Group. As the days get shorter and temperatures drop, we know winter can bring extra challenges for many of us. This can include more seasonal illnesses, busier schedules, and sometimes increased worries about staying warm and well. Our priority is to support you through the season, helping you stay healthy, informed and connected.

This edition includes practical winter health advice, information about local warm spaces and support across Dundee, reminders about medication ordering over the festive period and updates from our team. We hope you find these resources helpful, and please remember: if you have any concerns about your health or wellbeing this winter, we're here for you.

David Ramsay

Director / Business Manager

STAYING WELL THIS WINTER

Winter often brings more viruses and cold-weather risks, especially for older people or those with breathing or heart conditions.

- **Flu and Covid vaccinations** for those eligible remain our best protection. Patients invited to attend for a vaccination by NHS Scotland are encouraged to consider arranging an appointment. Further information regarding the winter vaccines, or to book an appointment online, can be found by visiting <https://www.nhsinform.scot/healthy-living/immunisation/winter-vaccines/>
- If you have **asthma, COPD, heart disease or other chronic conditions**, speak to us quickly if symptoms worsen during cold weather by calling 01382 432030.
- **Keep warm at home** by wearing layers, eating warm meals, and aiming for a comfortable indoor temperature (around 18 °C) where possible.

LOCAL SUPPORT AND WARM SPACES IN DUNDEE

The Festive period can be a joyful time. However, it can also be a challenging time for people too. If you're struggling with heating costs, loneliness, heavy bills or just need somewhere warm to go, there are community-run warm spaces and support services across Dundee this winter.

Dundee Community Food Network (DCFN)

- Many projects across the city offer community cupboards, foodbanks, hot meals or community cafes. The practice, through it's charity (Newfield Community Group), provides a community café here at The Crescent for all in the community to use. Such networks also provide money advice, housing support or social support. You can find a service near you by visiting:

<https://faithincommunitydundee.org/dundee-community-food-network/>

Dundee & Angus Foodbank

- If you, or your family, face a crisis and need emergency food support, the Foodbank provides parcels and practical help to those in need. Further information can be found by visiting:

<https://dundeeandangus.foodbank.org.uk>

Warm-Space & "Open Doors" hubs

- Across Dundee, local community centres, libraries, religious /community run halls, and other venues participate in winter warm-space programmes. These offer free, or low cost, hot drinks, warm rooms, company and sometimes advice and support services. Further information can be found by visiting:

<https://www.dundee.gov.uk/service-area/neighbourhood-services/housing-construction-and-community-services/north-east-2025-open-doors>

Carers of Dundee - Christmas & New Year Support Directory

- For unpaid carers, families, or anyone needing extra support, Carers of Dundee publishes an annual directory which lists crisis contacts, helplines, food/welfare provision, social services information and practice advice during the holiday period. Further information can be found by visiting:

<https://carersofdundee.org/news/launch-of-local-support-over-christmas-2025>

ORDER MEDICINES EARLY AND PLAN AHEAD

The festive period is a busy time for everyone. This includes our practice. We would encourage patients to plan ahead and order their medication in plenty of time to avoid delays.

Please order any repeat medication when you have 7 days of medication left. You can order your medication online, via your local pharmacy or popping into the practice to complete a prescription request form.

The practice requires 2 working days to process all prescriptions. Should you happen to run out of your medication, whilst the practice is closed over the festive period, you should visit www.nhsinform.scot where you will find helpful advice regarding what options are available to you.



LOOKING OUT FOR OTHERS

Winter, especially around the holiday period, can be hard for some people. Older neighbours, people living alone, families under pressure and unpaid carers are examples of people in our community who may find the holiday period hard.

If you know someone who might benefit from a warm space, a hot meal, company or support, please share this newsletter with them or encourage them to use the services listed above.



PRACTICE CLOSURES 2025 / 2026

Patients will be aware that Newfield remains open for all NHS public holidays except over the festive period. The practice will be closed on Thursday 25th and Friday 26th December 2025 plus Thursday 1st and Friday 2nd January 2026.

Patients requiring urgent assistance whilst we are closed, should contact NHS 24 on 111 or visit www.nhsinform.scot for help and advice managing medical symptoms. As always, for life threatening emergencies (such as chest pain or stroke), you should dial 999 and request the ambulance service.

PRACTICE UPDATES / NEWS

Since our last newsletter, there has been a lot that has happened at Newfield.

We said goodbye to Bernadette (Practice Manager) who joins another practice in Tayside whilst also saying goodbye to Drs Tipping and Ahmad who joined us as Junior Doctors as part of their training. Dr Jones, our Specialist GP Trainee, left the practice to commence maternity leave and we wish both she, and her new baby, the very best. We also said goodbye to Dr MacKenzie who had been a valued member of our practice team over the last year and a half.

We also welcomed to the practice our new phlebotomist, Fiona, who has a wealth of experience. Her contribution to the practice will increase our capacity to offer more blood appointments to our patients rather than having to contact the Care & Treatment Centres to book a blood test. Dr Hope joins us as our new Junior Doctor as part of her training. Patients will be aware how much Newfield values educating and training doctors of the future and we welcomed two new ScotGEM Medical Students (Kirstie and Iona) who will be with our practice for a one-year period.

We are proud to announce that Dr Melentiev, our Specialist GP Trainee, has recently passed her exams and we wish her all the very best for her future as a general practitioner.

Patients will be aware that Newfield is part of Co-operatives UK and we follow the Co-operative business model. In short, this means that all of our members have a say in the running of the business with profit being reinvested into the practice for the benefit of our patients, community and staff. Every year, the practice holds an AGM whereby all members are entitled to vote for new Directors to help take the business forward for the following year. Our AGM was held on 06/12/2025 this year with our current Directors (Drs Forrester, Greenwood, Munro and Rhatigan) stepping down. The Directors helped shape 2025 and all members were very grateful to them for their efforts and hard work throughout the year. At our election, it was confirmed that our new Directors for 2026 will be Drs Greenwood, Munro and Rhatigan. Joining them will also be Mr Ramsay (Business Manager) and Ms MacLeod (Office Supervisor). We wish them all the best with leading the practice through 2026 and also thank Dr Forrester for her dedication as a Director during 2025.

Patients will also be aware of the substantial increase in our patient list size over the last few years. Our list size continues to grow significantly each month which has resulted in a review of our GP capacity. I can confirm that the practice is currently seeking to recruit new...//

//... new GPs to join us at Newfield in order to help maintain the level of service and access that our patients have rightfully come to expect. We will keep patients updated via our Facebook group page and website once our recruitment process is complete. **However**, we do have an ask of our patients at this present time. Due to our increasing list size, patients may find that their call takes slightly longer to answer or their call may be answered by one of our experienced administrators. Understandably, as a practice list size grows, so does the demand on the practice and we're extremely grateful to our patients for their patience at this busy time.

Recently, the practice set-up a Vulnerable Access Clinic (VAC) which runs every Monday afternoon following a lengthy planning process. Our VAC is designed to assist extremely vulnerable patients within Tayside who are facing a crisis but have been unable to secure an appointment with their own GP. The VAC is a pilot which will run for a one year period. The practice received assistance to fund the VAC from NHS Tayside's Charitable Fund which we were extremely grateful for. No funding has been provided from any other sources (we did not seek any funding towards this either) but this is another example of how our Co-operative uses some of our profit to benefit our community in Tayside. The purpose of the VAC is to help deal with the crisis the patient is facing at that point and we have a variety of 3rd sector organisations and NHS Tayside colleagues working with us in the clinic at that time to support those patients. By assisting those patients, we are hopeful that this helps alleviate any crisis faced whilst also assisting to reduce the number of NHS 24 contacts, emergency admissions or mental health crises which may have occurred had the patient not been seen.

Access has always been at the heart of our decision-making process at Newfield as we want patients to feel they can access the practice at any point during opening hours. Our model has been recognised over the last number of months with visits from several MSPs to the practice to learn more about our model. We also recently featured in an article in The Scotsman which discussed our practice as having "banished the 8am rush for appointments". We were also very proud of Dr Forrester being invited to present at the Chief Medical Officer's Annual Report launch this year where the practice featured in the report. We are hopeful that patients will notice more initiatives in 2026 to help increase the ways in which patients can access the practice (watch this space).

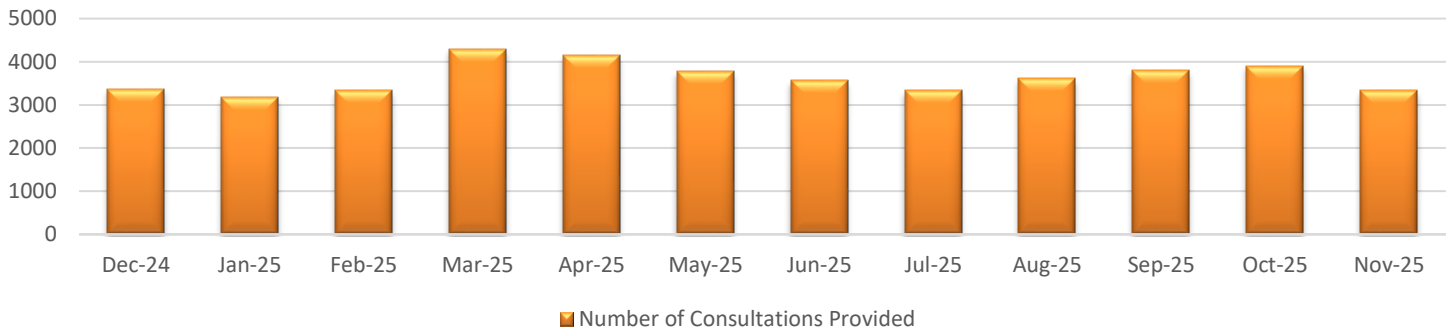
PRACTICE UPDATES / NEWS

Keep updated with all of our practice developments by joining our Facebook Group page (simply search for Newfield Medical Group), visiting our practice website at www.newfieldmedical.co.uk, or signing up to receive our newsletters straight off the press to your email address by emailing tay.newfield@nhs.scot and simply putting 'Newsletter' into the subject box. We also keep patients updated on events via text and email so please ensure your contact details are kept up-to-date.

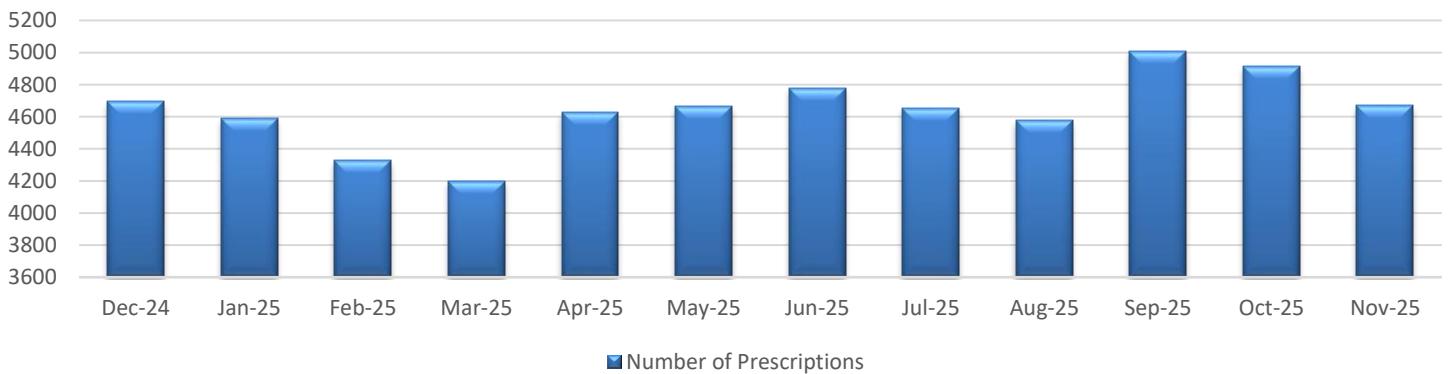
FACTS AND FIGURES FOR 2024/2025

As mentioned above, our practice list size continues to grow substantially. Below, we have provided some fun facts and figures regarding the amount of work completed within the practice from 1st December 2024 to 30th November 2025 (inclusive):

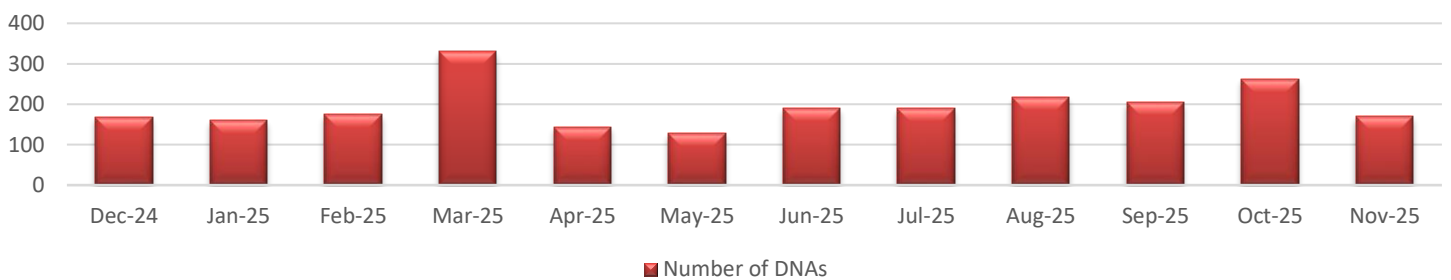
Monthly Consultations (Appointments) Provided



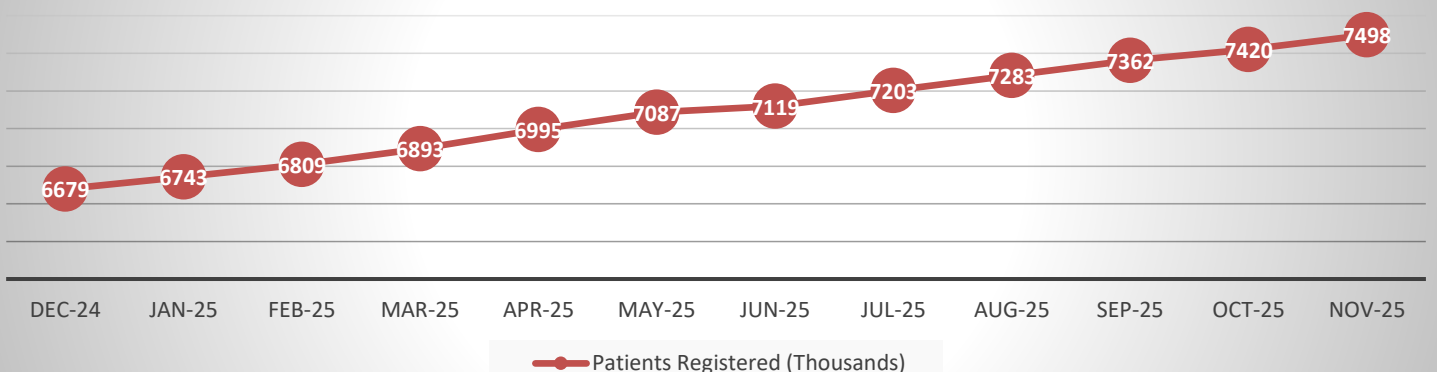
Number of Prescriptions Issued Each Month



Number of Appointments not Attended or Cancelled



Patient List Size Each Month



A FESTIVE MESSAGE FROM ALL AT NEWFIELD

As the holiday season approaches, we want to take a moment to extend our heartfelt gratitude to all our patients and the community. This time of year reminds us just how important it is to look after one another, and we feel truly privileged to have supported your health and well-being throughout the year.

We hope this season brings you moments of joy and rest. Please remember to take good care of yourself and reach out if you need us - we're here for you!

From all of us at the practice, we wish you a warm and peaceful holiday season and a happy, healthy New Year ahead!

