



**NEWFIELD MEDICAL
GROUP LTD.
EST. 2022**

SPRING 2026 NEWSLETTER

WELCOME

Spring is finally here, bringing longer days and (hopefully!) more sunshine as we move on from the winter months. Everyone at Newfield hopes you had a pleasant Christmas and New Year.

As always, winter was an especially busy time for the practice. Between December 2025 and February 2026, we provided:

- 12,780 clinical consultations
- 15,163 acute and repeat prescriptions processed
- 202 new patients welcomed to the practice

During this period, we also unfortunately lost 185 hours of appointments due to patients not attending or cancelling in advance. To put this into perspective, this is the equivalent of one GP running full morning and afternoon clinics for 5 weeks with no patients attending.

We kindly ask that if you no longer need your appointment, please let us know as soon as possible. This allows us to offer the time to another patient in need. You can cancel by calling 01382 432030 or emailing tay.newfield@nhs.scot.

We're delighted to share our Spring 2026 newsletter with you. In this edition, you'll find practice updates, helpful health advice, and information about the support available to you and your family.

As we enter the spring season, it's a great opportunity to focus on your health and wellbeing. Keeping up with routine checks, managing ongoing conditions, and seeking advice early can all make a real difference. If you have any concerns, please don't hesitate to get in touch — we're always here to help.

Wishing all our patients a happy and healthy spring.

DAVID RAMSAY
Director / Business Manager



STAFF UPDATES

There have been a number of recent changes at Newfield.

We recently said goodbye to Paul from our administrative team and thank him for his contribution to the practice. We wish him all the very best for the future. We are pleased to welcome Morgan to the team, who joins us from another GP practice in Dundee. We appreciate our patients' patience and support while Morgan completes her induction.

Some patients may remember Dr Melentiev, who recently completed her ST3 GP training at Newfield. We are delighted to share that she has successfully passed her GP examinations and is now a fully qualified General Practitioner. Dr Melentiev has accepted a permanent position with us and now works at the practice 3.5 days per week.

After many years of dedicated service, our Healthcare Assistant Donna has moved on to a new role with NHS Tayside. We thank her for her commitment to the practice and wish her every success in her new position. We are pleased to welcome Karyn as our new Healthcare Assistant. Karyn joins us from another GP practice in Dundee and brings a wealth of experience to the team.

We also extend a warm welcome to our junior doctors, Reanna Watt (FY2) and Remon Harmina (ST1), who have joined Newfield for several months of training in general practice.



SPRING AILMENTS

As the seasons change, it's quite common to experience a few minor health complaints. Spring often brings an increase in coughs, colds, sore throats, hay fever, and mild skin irritations. While these can be uncomfortable, many of these conditions are short-lived and can be safely managed at home without the need for a GP appointment.

Simple measures can make a big difference. Rest, staying well hydrated and using over-the-counter remedies—such as paracetamol for pain or antihistamines for allergy symptoms—can help ease discomfort. Your local pharmacist is also an excellent source of advice and can recommend treatments for a wide range of minor illnesses, often without the need to see a doctor. Making use of these options can help you feel better sooner and ensures GP appointments remain available for those with more serious or complex needs.

Of course, it's important to know when to seek further help. If symptoms persist longer than expected, become more severe, or you're concerned about a child, an older relative, or an existing health condition, please do get in touch with us. We're always here to support you and can guide you on the best course of action.



TELEPHONE SYSTEM

Our current telephone system is provided by Dundee City Council, as the practice operates from a council-owned building. We have recently been informed that, due to planned upgrades at The Crescent, we will no longer be able to remain on the Council's phone system.

As a result, we are in the process of installing a new and improved telephone system. This will bring several important benefits and allow us to better meet the needs of our patients.

What this means for you

Once the new system is in place, patients will benefit from:

- **Improved call routing**
You will be given options to direct your call to the most appropriate member of our team. Currently, all calls are handled by GPs, including non-medical queries such as prescriptions, medical reports, or booking nursing appointments. The new system will ensure these queries are managed by the right staff member, helping patients who need medical advice speak to a GP more quickly.
- **Call queuing system**
Instead of receiving an engaged tone when lines are busy, you will be placed in a queue and informed of your position. This will allow us to handle a higher volume of calls more efficiently.
- **Call-back option**
If you are waiting in the queue to speak to a GP, you can choose to request a call-back instead of staying on the line. Your place in the queue will be held, and when it reaches the front, a GP will be automatically connected to your number. This gives you the flexibility to carry on with your day without losing your place.

New telephone number

As our current number is also provided by Dundee City Council, we are unfortunately unable to keep it.

- Our new number will be: **01382 768960**
- We will confirm the go-live date via text message, email, our website, and social media

In the meantime, please continue to contact us on 01382 432030.

To support the transition, the Council will also put a message on our existing number to direct patients to the new one once it is active.

WAITING TIMES

We know that some patients may have experienced longer waiting times on the phone recently, and we want to sincerely acknowledge how frustrating this can be. One of the things that makes our practice different is that when you call, you speak directly to a GP without needing to call at 8am. We take this approach to ensure patients can access medical assistance between 8am to 6pm at a time best suitable to them. This is something we are very proud of as it allows us to understand your needs quickly and provide timely advice or care. However, it does mean that when demand is high there can be times where you may wait longer to get through and we fully appreciate the impact this can have on your day.

Over the past decade, our practice has grown significantly—from around 1,600 patients in 2012 to over 7,800 today, an increase of more than 300%. This reflects the confidence patients have in our approach but it also brings real challenges in maintaining the same level of immediate access as demand rises. More patients naturally means more calls, more complexity and increased pressure on our clinical team. We want to be open about this while also reassuring you that we are continually adapting and investing in ways to improve your experience.

We will be introducing our new phone system in the coming months which will help us better manage higher call volumes and improve the overall flow of calls throughout the day. Importantly, our approach remains unchanged—you can still call at any time between 8am and 6pm and speak to a GP rather than needing to contact us at a specific time. We hope this continues to offer a more flexible and patient-centred way of accessing care - even as demand increases.

Alongside these improvements, we are also expanding our clinical team. We are pleased to have recently welcomed Dr Melentiev to the practice, and we are delighted that Dr Keren Wee will be joining us at the end of May 2026 with Dr Alexandra Chamberlain following in September/October. These additions will further increase our GP capacity and help us respond more quickly to patient needs, reducing waiting times and supporting the growing demand on our service.

We are incredibly grateful for your patience, understanding, and continued support during this period of growth. Please be assured that every member of our team is working hard to balance demand with safe and compassionate care. Our priority remains the same: to provide you with accessible, personal and high-quality medical support when you need it.

STAYING IN TOUCH

You can keep up to date with the latest news and developments from the practice by visiting our website (www.newfieldmedical.co.uk), joining our Facebook group page (Newfield Medical Group), or signing up to receive this newsletter by email every quarter. To subscribe, simply email tay.newfield@nhs.scot and include "newsletter" in the subject line—we'd be delighted to keep you informed.

TEACHING

We are incredibly proud of our role in training the next generation of doctors and of the learning environment we can provide here at the practice. Recent feedback from Year 5 medical students has been overwhelmingly positive with students highlighting the high quality of teaching, the wide range of clinical experiences, and the supportive, welcoming atmosphere created by our whole team. Many described the placement as "highly successful" and spoke about the value of hands-on learning, teamwork and the opportunity to see a broad range of real patient cases.

A key part of what makes this possible is our patients. Students consistently commented on the richness of their clinical experience and the opportunity to learn from real consultations. This is only achievable because of your kindness, patience, and willingness to be involved. Whether it's allowing a student to sit in during an appointment, share in your care, or take part in your consultation, your support plays a vital role in shaping confident, compassionate, future doctors.

We also recognise that having a student present may occasionally make appointments feel slightly different and we are very grateful for your understanding. Feedback from students frequently highlighted how welcoming and supportive both patients and staff are whilst creating an environment where they feel encouraged to learn and grow - even when developing new skills. This culture of openness and compassion is something we value deeply.

As a training practice, we remain committed to providing high-quality education alongside excellent patient care. Your continued support allows us to contribute meaningfully to the future of healthcare and we would like to extend our sincere thanks to all of our patients for making this possible.

CONTACT DETAILS

It's important that we have your most up-to-date contact details so we can provide you with the best possible care. This includes your current phone number, address and email address. This allows us to contact you about appointments, test results and important updates about your care. If any of your details have changed recently, please let us know by contacting the practice or updating your information online where available. Keeping your details accurate helps us stay connected with you and ensures you don't miss important information.

