



NEWFIELD MEDICAL
GROUP LTD.
EST. 2022

SUMMER 2026 NEWSLETTER

WELCOME

Dear Patients,

Welcome to the Summer 2026 edition of the Newfield Medical Group Newsletter.

As we move through another busy year, I would like to take this opportunity to thank all of you for your continued support, patience and kindness towards our team. Our practice continues to grow which brings both new opportunities and new challenges. Despite increasing demand, our staff remain committed to providing safe, compassionate and high-quality care to everyone who needs us.

The Spring 2026 period was another exceptionally busy time for the practice. Between April and June, we delivered:

- 12,930 clinical consultations
- 15,274 acute and repeat prescriptions
- Welcomed 191 new patients to the practice

These figures reflect the increasing demand on our services and the dedication of our clinical and administrative teams in meeting the healthcare needs of our growing community.

Unfortunately, during the same period, **757 appointments were lost** because patients did not attend or no longer required their appointment but did not let us know. This equates to **189 hours of valuable clinical time** that could have been offered to other patients waiting to be seen. If you are unable to attend your appointment, please let us know as soon as possible. Appointments can be cancelled by calling 01382 543251 or emailing tay.newfield@nhs.scot. Every cancelled appointment gives another patient the opportunity to access care sooner.

Inside this edition, you will find updates on what has been happening across the practice, introductions to new members of our team and helpful seasonal health advice.

I do hope you enjoy reading this newsletter and find it both informative and useful.

I wish you all an enjoyable and safe summer period.

David Ramsay
Director / Business Manager
Newfield Medical Group

STAFF UPDATES

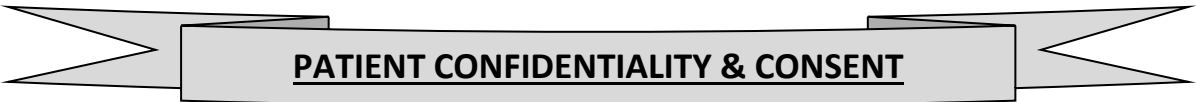
As our patient list continues to grow, so too does our practice team. Over the past few months we have been delighted to welcome several new colleagues whose skills and experience will help us continue providing safe, effective and compassionate care to our patients.

At the end of May, Dr Keren Wee joined Newfield Medical Group. Dr Wee has a particular interest in all aspects of general practice, especially women's health, and is qualified to fit contraceptive coils and implants. She is available for appointments on Mondays, Tuesdays, Fridays and alternate Thursdays.

August will also mark a change to our GP Trainees. We would like to thank Dr Harmina and Dr Watts, who complete their placements with us this summer, and wish them every success as they continue their GP training. We are equally pleased to welcome Dr Lee and Dr Bedlington, who begin their training placements with us together with Dr Gartner who returns to Newfield to complete the final stage of her GP training. Supporting the education of future GPs remains an important part of our commitment to the NHS and the future of primary care.

Our administrative team has also seen some changes. We said farewell to our Office Supervisor, Mairi, and thank her for her dedication to the practice over the years. We wish her every success in her new role at another Dundee practice. We are delighted to welcome Christine who joins our administrative team with extensive experience in general practice. We also welcome Lorraine who has taken on the important role of summarising the medical records of patients registering with the practice. We are also pleased to congratulate Laura who has recently been promoted from Senior Administrative Assistant to Assistant Practice Manager. Her promotion reflects the commitment, knowledge and leadership she has consistently demonstrated within the practice.

Finally, we would like to congratulate Dr Rebecca Forrester, who has been awarded the 2026 Faculty General Practice Education Award by the Royal College of General Practitioners. This prestigious national award recognises GP educators who have gone the extra mile to deliver outstanding teaching and mentorship to doctors training for careers in general practice. We are immensely proud of Dr Forrester's achievement which reflects not only her personal dedication to medical education but also Newfield Medical Group's ongoing commitment to developing the next generation of GPs while maintaining the highest standards of patient care.



PATIENT CONFIDENTIALITY & CONSENT

At Newfield Medical Group, protecting our patients' privacy and confidentiality is one of our highest priorities. Under UK law and national guidance, young people aged 12 and over may be able to make decisions about their own healthcare if they are considered to have sufficient understanding and maturity. This means we may not always be able to discuss appointments, test results, prescriptions, or other aspects of their care with parents, guardians or family members without the young person's permission.

We understand this may be a change for some families, particularly where parents have traditionally managed their child's healthcare. If a young person would like someone else to act on their behalf they can complete a Consent to Allow Another Person to Act on Your Behalf form which are available from reception. The consent remains valid for 12 months and can be updated or withdrawn at any time. These arrangements help us protect the rights and wellbeing of our young patients while continuing to provide safe, person-centred, care. If you have any questions, please speak to a member of our reception team who will be happy to help.



CELEBRATING 4 YEARS

This year, Newfield Medical Group proudly celebrated its fourth birthday. Since opening our doors in May 2022, we have remained committed to delivering compassionate, accessible and high-quality healthcare while continually seeking new and innovative ways to meet the changing needs of our patients and local community.

The past year has been one of our most successful to date. We were honoured to have our work recognised in the **Chief Medical Officer for Scotland's Annual Report** which highlighted our innovative approach to general practice and patient care. We were also delighted to receive outstanding results in the **Scottish GP Patient Experience Survey** with patients sharing highly positive feedback about the care and service they receive at Newfield. These achievements reflect the dedication, professionalism and commitment of our entire team who work tirelessly every day to provide the very best care for our patients.

As we look back on the past four years we would like to thank all of our patients and the wider community for the trust and support you continue to show us. Your feedback, encouragement and partnership help shape the services we provide and we look forward to continuing to grow, innovate and care for you and your families for many years to come.

APPOINTMENT CAPACITY OVER THE SUMMER PERIOD

We wanted to let our patients know that routine GP appointments may take a little longer than usual over the summer period.

Like many working families, our GPs take annual leave during the school holidays so they can spend time with their children and loved ones. While we carefully plan leave to ensure the practice remains safely staffed, this inevitably reduces the number of routine appointments we can offer for a brief period. Combined with the ongoing national shortage of available GP locums, this means our routine capacity is temporarily lower than at other times of the year.

Please be reassured that urgent medical problems will always be assessed by a GP on the day you contact the practice and, where necessary, you will be seen or managed urgently. The decision about whether an issue requires urgent assessment is made by one of our GPs based on clinical need. This ensures those who need immediate care receive it as quickly as possible.

We completely understand that waiting longer than usual for a routine appointment can be frustrating and we genuinely appreciate your patience, kindness and understanding during this busy summer period. Our whole team remains committed to providing safe, high-quality, care to everyone who needs us.

KEEP UP TO DATE

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 would be delighted to keep you informed.

CONTACT DETAILS

It is 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 do not miss important information.

CONTACTING THE PRACTICE

As Newfield Medical Group continues to grow, we are continually reviewing how patients contact the practice to ensure we can provide safe, fair and timely care for everyone.

Appointments and Medical Advice

Requests for appointments or medical advice should be made by telephoning the practice. **We no longer accept these requests by email** unless a GP or a member of our administration team has specifically asked you to contact us in this way.

Our GPs answer patient calls throughout the day allowing patients to speak directly with a clinician without the need to book a routine appointment first. Managing appointment requests by telephone ensures patients receive the most appropriate advice and helps us respond more efficiently to those requiring urgent clinical care.

Lastly, as a gentle reminder to all of our patients, you do not need to call at 8:00am to speak to a GP. Our telephone system is designed so that **patients can contact the practice at any time during our opening hours and speak directly with a GP**. By calling at a time that is convenient for you, rather than everyone phoning first thing in the morning, you can help reduce peak demand on our telephone lines and make it easier for everyone to access the care they need. Whether you call first thing, or later in the day, our aim is to provide you with timely access to the most appropriate clinician.

Prescription Requests

To help maintain patient safety and reduce the risk of prescribing errors **we do not routinely accept repeat prescription requests by telephone or email**. Prescription requests should be submitted in writing or online, providing a clear and accurate record that helps ensure the correct medication is issued safely and efficiently.

Every telephone call relating to routine administrative matters, such as prescription requests, adds to call volumes and reduces the time available for GPs to speak with patients seeking medical advice. Using the appropriate request methods helps keep our telephone lines available for those who need clinical assistance.

If you are unable to use our standard prescription request methods because of exceptional circumstances, please contact the practice and we will be happy to discuss alternative arrangements.



SUMMER HEALTH ADVICE

As we enjoy the warmer weather, it is worth taking a few simple steps to help keep you and your family well throughout the summer.

Stay hydrated

Drink plenty of water, particularly during hot weather or if you are spending time outdoors. Older adults, young children and those with long-term health conditions can become dehydrated more quickly so it is important to encourage regular fluid intake.

Protect your skin

Use a broad-spectrum sunscreen (SPF 30 or above), wear a hat and sunglasses and seek shade during the hottest part of the day (usually between 11am and 3pm). Remember that sunburn can happen even on cloudy days.

Be prepared for hay fever

If you suffer from hay fever, taking your usual medication before symptoms start can often help. Keep windows closed when pollen levels are high where possible and shower after spending time outdoors to remove pollen from your hair and clothing.

Enjoy outdoor activities safely

Whether you are walking, gardening or exercising you should take regular breaks, drink plenty of fluids and avoid strenuous activity during the hottest part of the day.

Prevent insect bites

Use insect repellent when appropriate, particularly around standing water or wooded areas. If you find a tick after spending time in the countryside, remove it promptly using a tick removal tool or fine-tipped tweezers.

Look after your medicines

Some medicines should be stored below 25°C or in the refrigerator. Always check the storage instructions on the packaging and avoid leaving medicines in hot cars or direct sunlight.

Know when to seek help

Most minor summer illnesses can be managed at home or with advice from your local community pharmacy. However, seek urgent medical attention if you or someone else develops signs of heatstroke, severe dehydration, difficulty breathing, chest pain or symptoms that are rapidly worsening.

VETERANS GROUP

Have you served in the Armed Forces? If so, we would love to welcome you to the **Newfield Community Group Veterans Group**, which meets **every Friday from 10:00am to 12:00pm** at The Crescent, Whitfield, in partnership with SSAFA.

The group offers a relaxed and friendly environment where veterans can enjoy a cup of tea or coffee, a sweet treat and, most importantly, good company. Whether you are looking to meet fellow veterans, share experiences or simply enjoy a chat, you will always receive a warm welcome.

The group regularly organises social activities and outings. Most recently, members enjoyed a fascinating visit to Scotland's Secret Bunker near St Andrews, exploring its remarkable Cold War history and one of Scotland's most intriguing hidden landmarks.

We are always keen to welcome new members. If you, a family member, or someone you know has served in any of the Armed Forces, why not come along and join us? We would be delighted to see you.



AND LASTLY

Thank you for reading our Summer Newsletter. We hope you have found it informative and useful. We remain committed to providing high-quality care and continuing to improve our services. We wish you a safe and enjoyable summer and look forward to bringing you further updates in our next newsletter.

Stay Connected:

📍 Address: The Crescent, 71 Lothian Crescent, Dundee DD4 0HU

☎ Telephone: 01382 432030

🌐 Website: www.newfieldmedical.co.uk

📘 Facebook: Follow Newfield Medical Group for the latest practice news, health advice and service updates.