



Welcome to Our Autumn Newsletter

As we move into autumn, we would like to take the opportunity to update our patients on what has been another exceptionally busy few months at Newfield Medical Group.

Our practice continues to grow with our patient list now reaching approximately 8,200 patients. This compares to just 4,200 patients when we became an independent GP practice in 2022. With this growth comes increasing demand for appointments, prescriptions, telephone calls and the many other services we provide each day.

Over the recent months, we have introduced several changes aimed at improving how patients access our services, welcomed additional members to our clinical team and continued planning for the future of the practice. While some of these changes have presented challenges along the way, our priority remains ensuring patients can access safe, timely and appropriate care.

In this edition, we will share updates on our growing team, our new telephone system, the continued development of our GP-led access model, our workload and activity, and some important information as we approach the winter months.

We also want to take this opportunity to thank our patients for their continued patience, understanding and feedback - particularly during a period of significant change. Equally, we recognise the hard work and commitment of our entire team who have continued to adapt to the increasing demands placed on general practice.

As always, our focus remains on providing accessible, high-quality healthcare while retaining the community values and approach that make Newfield different.

We hope you find this edition informative and useful.

Mr David Ramsay

Director / Business Manager

A Growing Practice - Meeting Your Needs

It has been another exceptionally busy few months at Newfield Medical Group with our practice continuing to grow and develop. Our patient list has now reached approximately 8,200 patients. To put that into perspective, when Newfield became an independent GP practice in 2022 we cared for around 4,200 patients. Go back a little further to 2015 and the practice list was around 1,600 patients.

That growth is something we are incredibly proud of but it also brings challenges. More patients mean more telephone calls, appointments, prescriptions, test results, referrals and requests for advice every day.

Over recent months we have therefore continued to invest in our team, our systems and the way patients access care. We have welcomed another experienced GP, are recruiting again to increase our GP workforce further, introduced a completely new telephone system, expanded our online services, introduced a self-check-in machine at our reception area and continued to develop the way our GP-led access model operates.

Throughout all of this, our aim remains the same: to provide our patients with good access to safe, high-quality general practice while maintaining the personal, community-focused approach that Newfield was established to provide.

Thank you, as always, for your continued support and patience as Newfield continues to grow.

Newfield By Numbers

Sometimes the best way to demonstrate just how busy general practice has become is to look at the numbers. Between July and September 2026, we encountered the following:

- **12,342 clinical consultations involving a member of our clinical team**
- **16,609 prescriptions were processed by the practice**
- **Watched our patient list size grow from 7,970 patients to 8,200 patients**
- **840 referrals were generated to secondary care for further advice**

Unfortunately, during the same three-month period:

- **709 appointments were missed which resulted in 178.5 hours of lost clinical appointment time**

These figures only represent some of the work taking place at Newfield. They do not fully capture the telephone calls, test results, hospital correspondence, medication reviews, administrative work, home visits, teaching, training and many other tasks being undertaken every day.

We share these figures not simply to demonstrate how busy the practice is, but to help explain why we continue to invest in additional staff, technology and new ways of working.

Staff Updates

We are delighted to have recently welcomed Dr Alexandra Chamberlain to the Newfield team. Dr Chamberlain brings a wealth of experience to the practice having previously worked as a GP Partner in England. Dr Chamberlain will normally be with us every Monday, Tuesday and Wednesday - adding further GP capacity to our team.

We also welcomed Christine to Newfield who joins our administrative team. Christine has worked in general practice for several years and we're grateful to our patient population whilst Christine learns the procedures of Newfield.

We also said a fond farewell to two valued members of our team - Dr Karim and Joe Good.

Dr Karim joined us on a two-year fixed-term contract and has now moved on to a new GP role in Birmingham where we are sure she will be warmly welcomed by her new patients and colleagues. We thank her for her dedication, hard work and the care she provided to our patients during her time with us.

Joe, our Community Co-ordinator, has made a significant contribution to Newfield Medical Group and the wider Whitfield community. During his time with us, Joe worked tirelessly to develop and support a range of community groups, activities and initiatives, helping to bring people together, reduce social isolation and create opportunities for local residents to connect and support one another. His enthusiasm, commitment and passion for the community helped strengthen the links between the practice, Newfield Community Group, local organisations and the people we serve. Much of this work took place behind the scenes and we recognise the time, energy and dedication Joe invested in making a positive difference to the lives of others.

We would like to sincerely thank both Dr Karim and Joe for everything they have contributed during their time with Newfield. They leave with our very best wishes for happiness and success in whatever comes next.

We will also be welcoming back Dr Jones (ST3) to the practice from December who returns to finish her GP training following a period of maternity leave.

We are also currently recruiting another GP for 6–8 sessions per week (30 – 40 hours per week). Recruiting additional GPs represents a significant investment for the practice, but we believe it is important that we continue to strengthen the team as our patient population and workload increase. Our objective is not simply to respond to today's workload. We need to plan ahead so that Newfield has the clinical capacity required to continue providing good access as the practice develops.

If you know a GP who may be interested in joining an innovative, community-focused GP practice in Dundee, please feel free to share our vacancy with them!

Our New Telephone System

In September we introduced a completely new telephone system at Newfield. This also resulted in our telephone number changing. Please note that our new telephone number is:

01382 768960

The new system provides improved call routing and queuing, call recording and a callback facility - helping us manage the very high number of calls received by the practice. When calling, please listen carefully to the available options and select the one most appropriate for your enquiry. This helps ensure your call reaches the right member of the team as quickly as possible.

Missed Appointments – Please Help Us

Between July and September, 709 appointments at Newfield were not attended. That equates to approximately 178.5 hours of clinical time that could have been offered to other patients. To put this into equation, this equates to one full-time GP having over a full month of appointments not attended (where the GP works 40 hours per week)

We completely understand that circumstances change. You may feel better, no longer require the appointment or simply find that you cannot attend. We don't mind why you need to cancel — we just ask that you let us know.

Cancelling has also become even easier. If you receive an SMS reminder for your appointment and no longer need it, you can text the word **CANCEL** and our IT system will automatically cancel your appointment for you. You can also contact the practice to cancel your appointment by selecting option 2 on our telephone line or emailing tay.newfield@nhs.scot

Every appointment returned to us gives another patient the opportunity to receive care sooner. With demand for appointments remaining high, even a small action can make a significant difference.

Repeat Prescription Requests – Please Give Us Time

Please remember that repeat prescription requests require **two full working days** to process. Where a prescription request is submitted before 12 noon, it should normally be available from 4pm two working days later at the practice. If you have arranged for your pharmacy to collect your prescription from the practice, please allow an additional full working day for this process.

Our prescription workload is substantial. In July, August and September alone, Newfield processed more than 16,600 prescriptions. Ordering medication in good time helps our clinical and administrative teams process requests safely and reduces the number of urgent prescription enquiries we receive.

SICK NOTES (FIT NOTES) – ONLINE REQUESTS

We have introduced a new online process for requesting GP Fit Notes (MED3 certificates). If you have been unwell for **seven calendar days or less**, you normally do not require a GP Fit Note and can self-certify your absence. Self-certificates can be downloaded from our practice website by visiting www.newfieldmedical.co.uk

Where you require a new GP Fit Note, or need an existing Fit Note extended, you can now submit the appropriate request online via our practice website. The information provided is reviewed by a GP and any request will be ready to collect after two full working days. Where the GP wishes to discuss the request further, the practice will contact you. If you do not hear from the practice after two full working days, you can assume your request is ready to be collected from our main reception desk.

Using our online services where appropriate also helps free up our telephone lines for patients who need to speak directly with the practice.

SELF CHECK-IN IS NOW AVAILABLE

Patients attending the practice can now use our new self-check-in system when arriving for appointments. Patients simply follow the instructions on the screen to let us know that you have arrived. The screen will also ask you to confirm your personal contact details are up to date.

Using the self-check-in machine helps reduce queues at reception and allows our administrative team to concentrate on patients who need their direct assistance, telephone enquiries and the considerable amount of work taking place behind the scenes.

Don't worry if you have difficulty using the system — our team are always happy to help.

TRAINING THE NEXT GENERATION OF DOCTORS

You may occasionally be asked whether you are happy for a medical student or doctor in training to be involved in your care. Newfield is proud to be an accredited teaching and training practice. We support undergraduate medical students from the University of Dundee - including students undertaking longer placements with us through ScotGEM.

In addition to undergraduate medical students, we are also proud to support doctors undertaking their postgraduate training. This includes Foundation Year 2 (FY2) doctors, who are gaining experience across different areas of medicine and GP Specialty Trainees in their first (ST1) and final (ST3) years of GP training. These doctors are fully qualified medical professionals who are developing their knowledge, skills and experience as they progress through their careers. Our experienced GPs provide supervision, guidance and support throughout their placements, helping them develop the confidence and expertise required to deliver high-quality patient care.

As an accredited training practice, we take our responsibility for developing the next generation of doctors very seriously. You may therefore be offered an appointment with one of our doctors in training who will often conduct consultations independently while having access to an

experienced GP for advice and supervision whenever required. These placements are an important part of their professional development and bring fresh perspectives, enthusiasm and additional clinical capacity to our practice.

We are extremely grateful to our patients for supporting this important work and helping us contribute to the future of general practice in Scotland.

IMPORTANT DATES

Newfield Medical Group will be **CLOSED** for the festive public holidays on **Friday 25 December (Christmas Day), Monday 28 December (Boxing Day substitute holiday), Friday 1 January (New Year's Day) and Monday 4 January (2 January substitute holiday)**. We will reopen as normal on the next working day following each closure.

Newfield does not routinely close for the local NHS public holidays during the year. Instead, we generally remain open and available to our patients - while observing the festive public holidays which allow our hardworking staff to spend valuable time with their families over Christmas and New Year.

If you require medical assistance while the practice is closed and your condition cannot wait until we reopen, please contact NHS 24 on 111. You can also access trusted health advice and information at www.nhsinform.scot

In the event of a life-threatening emergency, always call 999 and request the ambulance service.

PROTECT YOURSELF THIS WINTER (FLU & COVID JAGS)

NHS Scotland's winter vaccination programme is now underway - offering protection against influenza (flu) and COVID-19 to those who are eligible.

Flu vaccination is available to a wider range of people, including everyone aged 65 and over, people aged 18–64 with certain health conditions, pregnant women, carers, health and social care workers and several other eligible groups. Eligibility for the COVID-19 winter vaccination is more limited this year. It is being offered to people aged 75 and over, residents of care homes for older adults, and people aged 6 months and over with a weakened immune system.

If you are eligible, NHS Scotland will contact you by letter, email or text message with details of your appointment or information about how to book. Appointments can be booked and managed through the NHS Scotland online vaccination booking portal. You will need the username provided in your vaccination letter, email or text. If you have forgotten your username or password, these can also be recovered through the portal.

If you would prefer to book by telephone, you can contact the National Vaccination Helpline on 0800 030 8013. The helpline is open 9am–6pm Monday to Friday and 9am–1pm on Saturday.

AND LASTLY

Finally, we would like to say a genuine **“thank you”** to our patients. Newfield has changed considerably over a relatively short period. We have grown from a small practice caring for around 4,200 patients when we became independent in 2022 to a practice now caring for approximately 8,200 people. That growth has required our staff to adapt continually. It has meant recruiting more people, increasing clinical capacity, developing our premises, changing systems and finding new ways to manage an ever-increasing workload.

There will undoubtedly be further changes ahead as Newfield continues to develop. However, what will not change is our commitment to providing an accessible, community-focused GP service and continuing to improve what we offer.

Thank you for your patience when we are particularly busy, for your feedback when things could be better and for the many kind comments our team receives.

From everyone at Newfield Medical Group, we wish all our patients and their families a healthy and safe autumn.

