

Daisy Villa Medical Practice

USEFUL INFORMATION

January 2025

A WARM WELCOME TO HEILENDI PRACTICE

As you will no doubt be aware, Heilendi Practice were awarded the contract for Daisy Villa Medical Practice, and the handover from Drs Kemp to Heilendi takes place on 3rd January. The services at Daisy Villa will remain the same, including staff and dispensing. The only change will be a different GP on site each day, although this will be kept, as far as possible, to 3 GPs for continuity of care. One of the Heilendi GPs is resident in South Ronaldsay minimising the possibility of disruption in service, due to adverse weather and barrier closures. We will be working hard to make the changeover as smooth as possible over the next few weeks and are looking forward very much to working with the new team.



NEW GP APPOINTMENT SYSTEM

Friday 3rd January will be urgent appointments only. From Monday 6th of January, to request a routine GP appointment please contact the surgery between 08:30-12:30 Monday-Friday on the day you would like to be seen.



You will be asked, if possible, to leave a brief description of your problem with reception and the GP will call you back shortly after to discuss your problem. If a face to face appointment is required it will be arranged on the same day.

If a further follow up appointment is required this will be made with the same GP for continuity. Any urgent appointment request that cannot wait until the following day can still be phoned into the practice in the afternoon.

Many GP practices have found this system works well as it ensures there is no waiting time for a routine GP appointment. Leaving a description of your problem with reception is not essential but it does allow the GP to prioritise clinical urgency on the day.

The team at Daisy Villa will regularly review the appointment system to ensure it works well for patients. If you have any further questions please don't hesitate to contact the surgery.

CONTACT DETAILS

Tel (reception): 01856 831206 Tel (prescription answer phone): 01856 831300 Email: ork.daisyvilla@nhs.scot

GOODBYE FROM DRS KEMP

Dear Patients,

As we begin the next chapter of our lives in retirement, we wanted to take a moment to say a heartfelt farewell and express our deepest gratitude. It has been an absolute pleasure to serve this wonderful community for the past 25 years. When we first started, we had just 1,100 patients, two receptionists, and a practice manager. Today, we have grown to almost 1,600 patients, with an advanced nurse practitioner, practice nurse, phlebotomist, assistant practice manager, and four receptionists—all working together to provide the best possible care.

We could not have done this without, the support of our amazing team who have worked tirelessly alongside us. Our time here has been more than just a job; it has been an honour to be part of your lives, and we will cherish the memories we have made.

We wish you all continued health and happiness, and we are confident that you will be in the very capable hands of the new team moving forward. Thank you for trusting us with your care, and for allowing us to be a part of this wonderful community.

With our warmest regards and best wishes,

Dr. Simon and Catriona Kemp