



Kildonan House

medical practice

Established in 1902. New Patients Welcome.

Still providing care, for our Community after 122 years!

Practice Newsletter.

Contact the practice online

Did you know you can contact the practice online, there are links on the practice website. You can contact us via Systmonline, or the NHS APP. Please do not submit any forms that relate to a medical emergency. If you submit a form we aim to get back to you within one working day.

We can deal with the following requests online:

- Online consultation
- Order repeat prescriptions
- View test results
- Change your nominated Pharmacy
- Change your contact details
- View summary of your medical record
- View your detailed medical record

- View your vaccine history
- Completing a questionnaire
- Request a sick note

<https://systmonline.tpp-uk.com/2/OnlineConsultation?OrgId=P82003>

Patient Charter

We have decided to introduce a patient charter to set out what patients can expect from the practice. Developing this will be a gradual process.

We have started with telephone calls, we aim to answer 90% of calls within 2 minutes, and we have done a lot of work on the phone access to the surgery. We believe that we are now achieving this target.

We are currently awaiting a telephony upgrade to enhance our call data analysis.

Our next aim is to provide routine appointments within 2 weeks. Any urgent requirements will be offered an appointment the same day.

We aim to start working on this in the next couple of weeks.

As a practice we strive to improve the quality of care that we provide to all our patients. We understand the importance of ease of telephone access and appointment availability for our patients.

We welcome any suggestions about other targets that might be included.

Social Media

We are now on social media. Please click on the images below or scan the QR codes to access our new social media pages. Follow us to keep up to date on practice services and important health information.

