

Academy Medical Centre Newsletter

Spring 2019

Regular News, Information and Updates

Keeping you informed of practice developments and forthcoming events with regular articles helping you get the most from your General Practice

Nurse Practitioner (NP)

At Academy Medical Centre we now operate an on the day Assessment System for all patients who wish to see or discuss their health care problem with a clinician. Our aim is for you to see the correct clinician to manage your healthcare need.

In order for us to do that, our administration team who act as your guide, will need to ask a few details about your problem when they take your call. They are not being nosy – they are simply trying to make your entry into the surgery easier and by having a brief idea of your problem they can place your call with the most appropriate clinician.



There are many problems you can self care for without the need to actually see a clinician. These problems may be directed to the pharmacies that operate a minor ailments service. If your problem is dental or related to your eyes you maybe asked to attend the dentist or optician. If your problem is a recent accident or injury (2 weeks and under) you will be directed to Whitehills Minor Injury Unit. These measures are not a barrier to stop you seeing your GP; instead it is a way for you to get the correct treatment from the correct person to deal with your health care needs. This allows more time for your Nurse Practitioner or GP to deal with more complex or urgent health care needs. Alternatively you will be directed to either the Nurse Practitioner (NP) or GP who will speak to your regarding your problem.

The reasons behind this service.....

The Nurse Practitioner Service has been introduced to address a number of issues:

- A national shortage of GPs has led to difficulties recruiting GPs Scotland wide
- Patients have historically had problems getting an appointment.
- Patients with chronic or complex cases who have had difficulties getting an appointment with their own doctor

Implementing a Nurse Practitioner service is to enhance the service available for patients.

The GPs are fully supportive of the Nurse Practitioner Service.

What qualifications do Nurse Practitioner (NP) have?

NPs are Registered Nurses with further qualifications at degree level including a prescribing qualification

There are five Practitioners at Academy Medical Centre:

- * Eleanor McIntosh
- * Fiona Doig
- * Trish Stewart
- * Pam Welsh
- * Margaret Murray



Repeat Prescriptions

From 1st March 2019 we will no longer be accepting any email prescription requests sent to our email address or any requests made via the former online "My Surgery Prescription Service".

You can order your repeat prescription using the following methods:

Chronic Medication Service (CMS)

If you have a long term condition and require regular medication you can **register with your pharmacy** for serial prescriptions who will dispense these at 8 weekly intervals without the need to order your prescription online or in surgery. For more information please discuss with your local community Pharmacist.

Online Prescription Service

Patient Services (formerly known as Vision Online Service) is our new online ordering service enabling you to order repeat prescriptions at your convenience. If you would like to register, ask for a registration form at reception or go to our website and print and complete a form.

Once you are registered, the practice will email you the information that will enable you to create a username and password. When you receive the email, go to the website which is detailed in your registration email to complete and activate your Patient Services account then you can start using the service to order your repeat prescriptions. Please try to order all items at one time for convenience and order in plenty of time so that you do not run out of your medication.

Prescription Re-order Form

Mark the right-hand side of your **prescription order form** with the items you need and place it in the box by the reception desk.

Post your order into the **surgery**, enclosing a self-addressed envelope and allow 7 days for this.

Prescriptions take a minimum of two working days to be processed, and any requests sent after 14:00 will require extra time beyond the 48 hours.

You should order your prescription a week in advance of your prescription running out, as we need **at least two working days** to prepare any prescriptions. Please allow sufficient time for processing prescriptions ordered on Friday afternoon, Saturday, Sunday or over a bank holiday weekend, or if you post in your request.

Also, bear in mind that availability at the chemist will depend on the individual pharmacy's working arrangements.

Prescriptions may also take slightly longer if the doctor needs to check your records before issuing a prescription.

Items not listed on the slip are not on repeat and will need your doctor to authorise another prescription, this may take longer than 48 hours and is at the doctor's discretion.

As your health and safety is our main priority, the doctor may ask you to attend the surgery to discuss the medication you have requested if it is not on your repeat list or an item on the repeat medication list needs reviewing.



Evaluation of the Health Psychology Service at the Practice...

Over the last 18 months two Health Psychologists, Alyssa Lee and Hannah Dale, have been working as part of the Academy Medical Centre team. Alyssa and Hannah saw or spoke to over 300 patients at the practice. A recent evaluation of the service has found that their work contributed to improving patients' satisfaction with life and how positive they were about their health.

Talking about their experience, one patient said: *"I was able to feel more confident in dealing with my health issues, and feel reassured that I can make contact again if I need too."*

The main reasons why patients were referred to the Health Psychologists were: help with mental health issues such as stress; help to make changes to their lifestyle, for example drink less alcohol, stop smoking or losing weight; help them to work on sleeping better at night, or help to manage symptoms of a long-term illness or condition better. When asked to respond to a satisfaction survey 91% of patients said they would recommend the service to other patients in a similar position to them.

On average patients at Academy waited just 7 days to see Alyssa or Hannah and 20% of patients saw or spoke to one of them on the same day as they phoned into the practice. One patient said; *"It happened very quickly which was a great help in nipping my problem in the bud rather than going on a long waiting list."* And there were other benefits from this service too. Some staff reported feeling more confident that they could better help patients with their lifestyle issues. One clinician said: *"I feel better equipped to discuss health behaviour change, more confident and there is somewhere to go/refer for more specialist support."*

The Health Psychology service also appeared to help reduce the number of patient appointments with other members of the team; 68% of patients had fewer appointments with the doctors, nurses and healthcare team in the three months after they had contact with Alyssa or Hannah, compared with the three months before. This is beneficial if patients' problems aren't purely resolvable with medical and nursing support. In fact many issues can improve due to psychological input or where patients are helped to make behavioural changes such as finding a better sleep routine, relaxing more or changing how much they exercise and what they eat.

March marked the end of an 18 month pilot project. We are looking for ways to help support the continuation of the project so that more patients can continue to benefit from this sort of support.



Feedback

As we continue to grow and develop the model, we would welcome your feedback on what we need to improve and what is going well. You can give feedback either to your team or by writing to the surgery or emailing us at: academymc.tayside@nhs.net

Surgery Self Test

The Surgery Pod has been provided for your convenience with the help of a generous donation from our Patient Participation Group. The POD helps with all self testing including for BP monitoring, all Chronic disease management & contraceptive services.

This facility allows you to perform simple checks of your blood pressure, height and weight at your own convenience, any time during surgery opening hours without the need to book an appointment.

The information is entered into your medical notes, and our trained reception staff have clinical protocols to follow for your Blood Pressure depending on the result, which is then available to the doctor or nurse during your appointment.

You may choose to perform these checks for your own information, as part of monitoring treatment response or before you go in to your appointment with the Practice Nurse or GP.

No appointment is required for the service and if it is your first time or you require assistance please ask one of our reception staff who will be happy to help.

Please take the time to visit our Surgery Self Test Room which is located near reception.

Bloods

When you attend the surgery for Blood Tests, the nurse or health care assistant will remind you to call the Practice for your results in 7 days time. Please call between 2pm and 4pm for any results.

When you phone, the receptionist will be able to advise you if you need to see the GP or if you need to discuss the results on the telephone, and arrange a suitable appointment for you.

If you have had tests in hospital the results of these investigations will normally go directly to your hospital doctor and it is usually the hospital doctor's duty to inform you of these results.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior written consent for their release.

Third party forms are available to pick up from the Reception desk.

Academy Medical Centre Public Holidays

The practice will be closed on the following dates:

Monday 22nd April 2019 - Public Holiday

Wednesday 1st May 2019 - From 12.30pm

Monday 6th May 2019 - Public Holiday

Wed 5th June 2019 - from 12.30pm

Monday 22nd July 2019 - Public Holiday

Wed 21st August 2019 - from 12.30pm

If you take regular medications, please ensure you have sufficient to cover the holiday period. It's also important not to over order, so only request what you need.

If on regular medications please discuss the Chronic Medication service with your pharmacist.

If you need help over holidays...

If you are ill on a day or time when the surgery is closed and you can't wait until it reopens, call **NHS24 on 111** who can arrange for you to be seen at your local out of hours services or whatever is most appropriate.

If its an emergency... always dial 999 in the event of an emergency

Academy Medical Centre - The Newsletter -

Our newsletter is produced 4 times per year helping to improve communication between the practice and our patients.

If you have any questions after reading this newsletter or would like to see an article on a particular subject in future editions, please let us know.

If you would like to be notified of our newsletter please visit our website to subscribe.