

#### Covid Vaccinations



The Practice has been busy running vaccination clinics.

Please do not call the Practice to ask about a Covid vaccination. Either a member of the Practice Team, or colleagues from elsewhere in NHS Tayside, will contact you by phone, letter or email to offer you a vaccination. Please be prepared to answer calls from unknown phone numbers to avoid being missed. We are unable to offer a choice of vaccine brand; whatever supply is available will be used for you.

You will be contacted again when you are due to have your second vaccination. It is important that you attend for both. Do not stop wearing face coverings and maintaining safe distances yet.

For the most up to date information on the current vaccination priority groups please visit -



[NHS Inform - Covid Vaccine information website](https://www.nhs.uk/health/wellbeing/your-health-wellbeing/PROD_345323/index.htm)

(([https://www.nhstayside.scot.nhs.uk/YourHealthWellbeing/PROD\\_345323/index.htm](https://www.nhstayside.scot.nhs.uk/YourHealthWellbeing/PROD_345323/index.htm)))



#### Public Holidays

We will be closed all day on the following Mondays –

- 5<sup>th</sup> April
- 12<sup>th</sup> April
- 3<sup>rd</sup> May
- 31<sup>st</sup> May
- 26<sup>th</sup> July

If you take regular medications, please ensure you check you have enough left to cover times we are closed. It's also important not to over order, so only request what you need, and make sure you don't run out of anything during that time. Did you know that if you have a long term condition and require regular medication you can register for the **Chronic Medication Service (CMS)** 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 to register.

If you are ill on a day or time when the surgery is closed and you can't wait until it reopens help may be available from a range of NHS services, from your pharmacy and minor injuries unit to NHS Inform and NHS 24 on 111



For services and the latest practice information news let us know your email address and we will add you to our mailing list or visit

[www.academymedicalcentre.co.uk](http://www.academymedicalcentre.co.uk)

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## Did you know that February was LGBT History month?

At Academy Medical Centre we believe Equality, Diversity and Inclusion is central to the work we do and how we support our patients and staff.

People around the world face violence and inequality, and sometimes torture, even execution, because of who they love, how they look, or who they are. Sexual orientation and gender identity are integral aspects of ourselves and should never lead to discrimination or abuse.

The Practice continues to review our policies, procedures and training opportunities to ensure we provide a helpful, supportive service.

## Welcome

Andrea Mason joined the practice team in February as our new receptionist. Andrea is here as your first contact if you are asked to come into the practice and will be happy to help you with your queries.

We have a lot of "Well Done"s to give to many members of the team who throughout the last year have continued to attend training and staff development courses. As you can imagine this year has meant that staff have had to undergo ongoing training to respond to the Covid19 pandemic including using new IT systems and updating vaccination training, as well as updated British Lifesaving training (BLS). Individuals from the admin team have taken part in confidentiality and signposting training. Other members of staff have attended training on making documents accessible and the nursing team have attended training on contraception, menopause, Covid in dermatology, covid vaccinations in pregnancy and breastfeeding, and individual training in Research and Advanced Clinical assessment and decision making.

## Some useful resources –

- **LGBT Health and Wellbeing** promotes LGBT wellbeing and equality in Scotland including a helpline on 0300 123 2523 open on Tuesdays and Wednesdays from 12-9pm and Thursdays and Sundays from 1-6pm. You can access more information and support on their website [LGBT Health](http://www.lgbthealth.org.uk)  (www.lgbthealth.org.uk)
- **Stonewall** offers help, advice and resources through their free helpline 0800 050 2020 open Monday to Friday from 9.30am – 4.30pm and their website [Stonewall](http://www.stonewall.org.uk)  (www.stonewall.org.uk)
- **LGBT Youth Scotland** provide advice, local groups and digital support through their text service at 07984 356 512 (Monday to Friday) or at [LGBT Youth](http://www.lgbtyouth.org.uk) (www.lgbtyouth.org.uk) 
- **You can also access much more at our new LGBT pages on our website at [Academy LGBTI Pages](http://www.academymedicalcentre.co.uk/lgbti/)**  (www.academymedicalcentre.co.uk/lgbti/)

[www.academymedicalcentre.co.uk](http://www.academymedicalcentre.co.uk)

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## At Academy Medical Centre we are lucky to have an Award Winning Patient Participation Group (PPG)



### What is the PPG?

The AMC PPG was formed in 2010 and are a group of active patient volunteers who work in partnership with the staff team to offer patient perspectives on the services the practice provide. The group meet once a month and all meetings are currently on Zoom.

### What does the group do?

- Improve the services you receive
- Improve communication
- Assist patients in taking more responsibility including self help projects
- Provide a sense of ownership and partnership to the practice
- Provide practical support
- Highlight the importance of patients and improving health at the heart of all that they do

### Where do I sign up?

If you would like to know more, or enquire about joining the PPG you can visit our website here [PPG website](http://www.academymedicalcentre.co.uk/ppg) (www.academymedicalcentre.co.uk/ppg) 



**“Everyone experiences bereavement at some stage in their life** – whether it’s the death of a parent, a loved one, a friend or a child. The experience often means that our lives will never be the same again. Sometimes the feelings – despair, loneliness or even guilt – may overwhelm us, so much so that we need help. In time, and with support, we can work through such feelings and learn to live with our loss.” (Cruse Scotland) Below is a list of some of the support you and your family can access if you have lost a loved one, or been affected by death at any stage in your life.

- Cruse Scotland – Freephone 0808 802 6161 or visit their website [Cruse](http://www.crusescotland.org.uk) (www.crusescotland.org.uk)
- Scottish Families Affected by Alcohol & Drugs (SFAD) – Freephone 08080 10 10 11 or visit [SFAD](http://www.sfad.org.uk) (www.sfad.org.uk)
- Do You Need to Talk? – our local Listening Service. If you would like to book a telephone appointment please call or email the surgery
- Survivors of Bereavement by Suicide (SOBs) – Phone 0300 111 5065 between 9am-9pm 7 days a week or visit [SOBs](https://uksobs.org) (https://uksobs.org)

[www.academymedicalcentre.co.uk](http://www.academymedicalcentre.co.uk)

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We would like to share some of the many very special messages that we have received from patients over the past. These comments have helped our staff team so much over a very difficult time. We are always here and happy to help.

"I had to request an emergency visit from 2 community nurses who fitted me in to what I can only imagine to be a very busy schedule. Sometimes patients don't always express gratitude and understanding of the stresses you operate under so I would like to put this on record. For all of you, thank you. "

"I just want to say a big thank you to all of the staff working at the medical centre. Your high standard of care and devotion to your patients is very much appreciated particularly during the current challenges you face."

"I would like to express my enormous thanks to my doctor and everyone in my team. I was made to feel most welcome and was supported at each stage of my journey."

"I just want to say how pleased I was earlier today with not only the prompt return from my team nurse regarding my issue but also the quick turn round for the medicine which I am already in possession of!"



"Your medical centre colleagues are amazing! When I phone up for my family or elderly parent I am always welcomed with a friendly smile, professional attitude and always having an issue resolved. Your staff are always extremely helpful and keen to help, with a smile. No call is ever an issue for anyone, everyone is extremely human, rare in today's world and I am proud to be with yourselves at AMC. A huge thank you to all for constantly going over and above my expectations."



You might have noticed our new look newsletter. We are working hard to make our services and communications as accessible as we can so our patients can have equal access to our services. Our Patient Support Advisor Ashley has been on a course run by Abilitynet to learn more about How to make Accessible Documents following feedback from you.

Abilitynet are a national organisation who "supports people of any age, living with a disability or impairment to use technology to achieve their goals at home, at work and in education." They achieve this by providing free online resources, local volunteer support, training for professionals and a free helpline 0800 048 7642. For more information you can visit their website [Abilitynet Webiste](https://abilitynet.org.uk) (https://abilitynet.org.uk)  or speak with our social prescribing team in the practice.

[www.academymedicalcentre.co.uk](http://www.academymedicalcentre.co.uk)

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