

Academy Medical Centre Newsletter Winter 2021/2022

IMPORTANT

Our opening hours have changed— We are now closed from 1-2pm every day to allow us to manage demands and to complete staff training.,

Public Holidays

We will be closed all day on the following Public Holidays –
Monday 27th December
Tuesday 28th December
Monday 3rd January 2022
Tuesday 4th January 2022



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 pharmacist 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



Well Done Keri!!

Congratulations on completing and passing your Advanced Nurse

Practitioner qualification. You have worked so hard over the past 3 years to complete this award and we're all very proud.



International Healthcare Assistants Day—23rd November

We celebrated our wonderful HCAs, Denise, Kim, Lynn and Sarah on this special day. The team were thanked with cards, cakes, certificates and balloons for all that they do. Well done for your continued dedication and sincere care you provide to the patients and the support you provide to all of the staff as well.



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

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Thank you for your feedback!

You Said ... That call wait times are too long



We Did! We've had our phone system upgraded to improve this. You will now be advised what place you are in the queue so you have more information.

You Said ... You didn't understand some abbreviations you received in your online prescription service replies



We Did! We have asked all staff not use abbreviations in these messages and have asked for clear instructions about your next steps

"I would like to compliment [one of the nurses] I have been to see her twice recently about the same issue and she has been so helpful, she makes you feel like nothing is any bother, she's friendly and puts you at ease, very informative too and she is a credit to your practice. I was telling my daughter and it turns out she has seen her too and felt exactly the same, lovely lady."



Did you know Anti-Bullying Week was on 15th—19th November this year?

Anyone can be a victim of bullying. It can happen anywhere; at work, in school or online. It's not only something that is unacceptable but it can also have serious affects on someone's health, and can even be life threatening!

Scotland's anti-bullying service can be found by clicking [here](https://respectme.org.uk/) (https://respectme.org.uk/) for:

- Information and advice for adults and children
- Free resources
- Training
- Policies and Practice and News
- Guides on how to respond and creating the right environment

"You don't have to like me, agree with me or enjoy the same things I do...but you do have to respect me"

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We Will Remember Them



Remembrance Sunday fell on 14th November this year. It is “our national opportunity to remember the service and sacrifice of all those that have defended our freedoms and protected our way of life.”

Some of the surgery staff joined the parade this year and Diane Meek laid a wreath at The Cross on behalf of all staff as a mark of our respect and thanks, along with remembering all of those who served in the NHS service.

Legion Scotland are there for our ex-Service community, their families and those still serving offer a wide range of support. If you would like more information on these local services you can visit—



[Legion Scotland](https://www.legionscotland.org.uk/) (<https://www.legionscotland.org.uk/>)

7th—11th November—Stress Awareness Week

Anyone can be affected by stress, but some people are affected more more than others.

“Stress is our body’s response to pressure. Many different situations or life events can cause stress and can often be triggered when we experience something new, unexpected, or when we feel we have little control over a situation. We all deal with stress differently. Our ability to cope can depend on our genetics, early life events, personality and social and economic circumstances” Most of which we have all experienced to some degree in the last 2 years. Signs and Symptoms of stress -

- Feeling anxiety, fear, irritation, sadness, frustration, depression
- Possibly headaches, nausea, digestive problems, sweating, aches and pains
- You may withdraw from others, struggle to make decisions, be tearful and struggle with sleep

Top tips of how you can help yourself—

Recognising when this is a problem

Think about changes you can make

Be mindful

Eat healthily

Build supportive relationships

Get some restful sleep

Be aware of your smoking and drinking

Exercise

Take time out

Be kind to yourself

Click [here](https://wellbeinginfo.org/international-stress-awareness-week-2021/)  for more information (<https://wellbeinginfo.org/international-stress-awareness-week-2021/>)

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Staff Updates -

Our Nurse Team Lead Lorraine is about to start working towards achieving her Lvl13 Leadership and Management Course, we wish Lorraine the best.

Teresa who is our Office Manager is half way through her Supervisory Management in General Practice course and is doing very well so far.

We also have 2 newly trained Staff Wellbeing Champions—Teresa and Ashley (Patient Support Advisor) who are there to support the staff better through these continuing challenging times. Our Wellbeing Champions are there to take notice and listening to staff who are particularly struggling and can signpost and support them to access a number of quality services that promote and support good health and wellbeing.

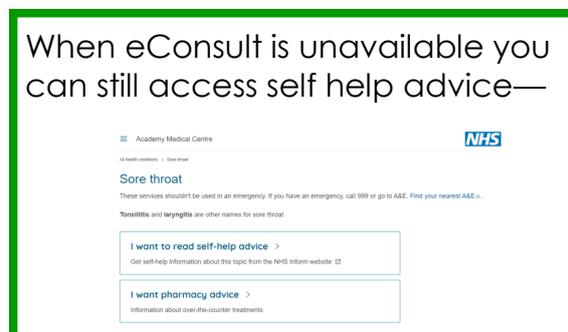
Children and Young People—Mental Health and Wellbeing

Young Minds is a National Charity fighting for young peoples mental health. Access their website [here](https://www.youngminds.org.uk/) (<https://www.youngminds.org.uk/>) to find lots of info and advice to young people, parents and staff. If you're a young person you can contact them for support via their YoungMinds Textline which is free and available 24/7 and texts can be anonymous. Text YM to 85258



Our Website—Tips and Advice:

Thank you to all of you who have used out eConsult service, we hope you have found this option helpful. In addition to our last article about eConsult we wanted to let you know that this service may not always be available. There may be some times where this service is switched off and be occasions where it is unavailable. This is only switched off to allow us to catch up with demand. Self help is always available on eConsult so even if you cannot submit and eConsult the self help guidance will always be available.



If you have been asked to send in photos you can still do this by email if they have been requested by a clinician. Please make sure you review the quality of these photos before sending so staff can see the problem clearly and send no more than 3 images.

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