

# Academy Medical Centre Newsletter Autumn 2022

## Public Holidays—2022

**We will be closed all day on the following Public Holidays –**

- **Monday 11th October**

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 the 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

## Patient Reminder about Extended Hours

If you have been asked by a clinician to make an appointment at the practice (face to face or telephone) then please remember we have our Extended Hours clinic on a Tuesday morning. This means there are GP and Nurse appointments available between 7.30-8.30am. If an appointment at this time is more convenient for you then please discuss this when booking.

For more information about our appointments please visit our website by clicking [HERE](https://www.academymedicalcentre.co.uk/appointments.htm) (https://www.academymedicalcentre.co.uk/appointments.htm)



## Patient Participation Group Update

The PPG volunteers came together for their first face to face meeting since the beginning of 2020. It was lovely to welcome them back into the building as meetings have been held on Zoom throughout the pandemic. The group also welcomed along a new member of the group. If you want to find out more about the PPG, what they do, what happens at meetings or even come along for a taster if you're thinking of becoming a volunteer then you'll find all things PPG related at this link—[HERE](https://www.academymedicalcentre.co.uk/ppg.htm) (https://www.academymedicalcentre.co.uk/ppg.htm)



## Thank You!

Thanks to a very generous patient who has very kindly donated some vouchers to us that can be distributed by the social prescribing team to support those in need when the foodbank is closed. We really do appreciate this thoughtful and very generous gift which will help many.



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

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

You can also follow us on Facebook, Twitter, Instagram and YouTube  
**@ForAcademyMed**





Your feedback means a lot...



"Congratulations to Lynn, who successfully took blood from a needle phobic patient" Her Mum called full of praise for Lynn and also all other staff who have been patient and helpful on the phone."

"I have recently moved to the area and all I can say about the staff is they are BRILLIANT. Helpful, friendly, approachable and professional. I am delighted to be with them and certainly feel in safe hands."



## Alcohol Screenings in the Practice

Alcohol continues to be a leading cause of illness and early death in Scotland, and significant inequalities persist in both alcohol consumption and the harm it causes. Following the national lockdowns and the pandemic there have been changes in patterns of alcohol consumption and it's recorded that nearly a quarter of people still drink more than the recommended low risk weekly guidance. This is why we may ask you more questions about your alcohol intake when you're in contact with the practice.

We may ask you a range of non-intrusive questions about your alcohol consumption so we can offer non-judgemental information and advice on safe levels of drinking, and where you can get more support and advice if you need it.

Alcohol can be harmful to your mental health and social health as well as your physical health and if you need support in any of these areas we are here to help.

If you would like more information on current low risk drinking levels you can visit NHS Inform [HERE](https://www.nhsinform.scot/healthy-living/alcohol) (https://www.nhsinform.scot/healthy-living/alcohol)

Did you know that if you're a family member or friend of someone who is affected by someone else's drinking you can also seek support and information for yourself—

- My Family and Alcohol website click [HERE](http://www.myfamilyandalcohol.org.uk/) (http://www.myfamilyandalcohol.org.uk/)
- Scottish Families Affected by Alcohol & Drugs (SFAD) - visit their website [HERE](https://www.sfad.org.uk/) (https://www.sfad.org.uk/) or call the helpline on 08080 10 10 11 open Mon—Fri 9am—11pm
- Tayside Counsel on Alcohol (TCA) Kinship support and more can be accessed through the website by clicking [HERE](https://alcoholtayside.com/services/#angus) (https://alcoholtayside.com/services/#angus) or call their office on 01241 872989

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## Staff Updates

### Wellbeing Update—

- We have recently been very lucky to have had 2 yoga and wellbeing sessions with Eileen. Staff who attended gave nothing but positive feedback and we are looking forward to our next session again.
- Lynn, Lorraine, Erin, Trish and Teresa were also awarded with Creative Wellbeing packs as a well done and thank you for their continuous care and support of patients resulting in some excellent feedback.
- Recently we took part in Values Based Reflective Practice sessions to continue promoting health and wellbeing in our workplace. These introduced us to the tools and experience of the whole team to reflect on our past and present practice in order to shape our future practicing as a team. It gave us time to reflect on what is important to us individually as well as a whole.

### Farewell—

We have said a sad goodbye to our administrator Erin who has been successful in achieving her goal of returning to the airline industry. We wish her all the very best in her new job and we will miss her.



### Welcome—

Hello and welcome to our newest member of staff Morag Grant who will be joining us on the 19th September as our newest receptionist. We look forward to working with you.



### Nursing Update—

Keri will be undertaking a month long trial working as an Advanced Nurse Practitioner (ANP) with the GPs following the completion of her Masters Degree last year. This trial will be running throughout September. Keri will be applying her new skills to assess, diagnose and treat more complex conditions and working very closely with the GPs during this trial period.



**Practice manager day -  
16th September -**  
Celebrating Practice  
Managers Day a little

early—

We celebrated our wonderful Practice Manager Diane Meek and Office Manager Teresa Forbes this month. They have been presented with a notebook, a charm, some tasty treats and generally made a fuss of for the day to say thank you for all you do for

## Bipolar Scotland



Bipolar Scotland have a new service called Beyond Diagnosis which is accessible to any adult in Scotland who has recently been diagnosed. They offer unique access to Peer workers and volunteers who all live with Bipolar.

There are many ways in which they can offer support—

- Space to talk with someone that understands
- Help understanding what a diagnosis means for you
- Support on how to speak to others about your Bipolar
- Help to increase your confidence since diagnosis
- Support to self advocate for your needs with professionals
- Help to stay in work and/or education
- Support can also be extended to important people in your life

You can refer yourself to this service via their website or through Facebook Messenger.

Bipolar Scotland also offers a wide range of information about the condition as well as online self help groups. You can also follow Bipolar Scotland on Facebook, Instagram and Twitter.

Click [HERE](https://www.bipolarscotland.org.uk/beyond-diagnosis)  (https://www.bipolarscotland.org.uk/beyond-diagnosis) to watch their excellent YouTube video about the new service, and for more information.

## Our Website—Tips and Advice

**Did you know we have a wide variety of leaflets and forms available to view and download?**

When visiting the website if you click the Self Help tab to view the drop down menu and select the Leaflets and Forms section you will be taken to an A-Z Index of lots of useful documents. You can also follow this link [HERE](https://www.academymedicalcentre.co.uk/leaflets.htm) (https://www.academymedicalcentre.co.uk/leaflets.htm)

The leaflets include:

- **How to access practice services.** For example; our Healthcare Team, Nursing Team, Patient Support Advisor service and more.
- **Practice forms** including: Jury Duty Exemption Forms, Address/Contact/Patient Details updates, Asthma Annual Review Questionnaire, Carers Self Referral Forms, Clinical Records (access to medical records, third party consent forms), Online Patient Services Registration Forms, PPG Sign Up Forms and Private Referral Forms.
- **Information about other services including NHS and Third Sector.** For example; Antenatal Care, Wellbeing Support in Angus, Tayside Pain Service, Open Access X-Ray, Bereavement Advice and much more.

## AMC Interviews... Allan, Patient Participation Group (PPG) Member

"When I joined I wasn't too sure what I could bring to the group, but was really encouraged by other members to look at themes and health and well-being topics for our monthly page. With my background in health and care, I was very aware of the many inequalities that people face especially regarding the lack of understanding of Equality, Diversity and Inclusion.

Last year we discussed the upcoming Pride Month, commemorating 52 years since the Stonewall Riots and LGBT+ people's human rights (or lack of rights). I noticed there wasn't reference to Equality or Diversity on the Academy Medical Centre (AMC) website. From local research I found that medical practices didn't have any information on inclusion.

**What does this actually mean?** Everyone being treated fairly; with dignity and respect. It means challenging discrimination, removing barriers and recognising the benefits of different values, abilities, and celebrating people's differences. It means promoting an environment that welcomes and values diverse backgrounds. It is also about providing a space where everyone has equal access to opportunities and resources. Where everyone feels valued and accepted.

In the group I have been leading the development of initiatives focusing on info for our webpage. It's important that people feel confident when visiting their local health centre, and comfortable to be themselves without fear of discrimination. Discrimination and inequality is something the LGBT+ community have been fighting against for decades. Many LGBT+ people still face barriers when trying to access healthcare. Recent reports have shown that more than half of lesbian, gay, bisexual and transgender people had experienced discrimination while seeking health care across the UK. So we developed a specific LGBT+ section for our website. It has resources and info pages. **I'm very proud of the practice's approach to inclusion. It allows people to feel safe, to be themselves and know that they can feel confident in the service. I am unaware of any other Health Centre which has a LGBT+ health and well-being page, or one who displays inclusion posters. It is certainly a first in Angus!**

You might have noticed coloured flags around the practice. The inclusive Pride Flag, is a symbol of the LGBTQ+ community and its fight for equal rights and acceptance across the globe. At AMC we also see promoting a safe. **AMC is playing its part by making improvements, enabling change and creating better outcomes for patients."** Some comments we have had since launching the resource section:

- "Wow ! Impressive I've never seen such a resource in any NHS setting or local practice -well done"
- "Resources - although it states it's not an exhaustive list, it covers a huge cross section from youth to elderly and lots in between."
- "I really like the glossary, as an LGBTQ+ Ally. I often worry about saying something wrong and I would never want to hurt or offend someone- so the reading list certainly made things clearer for me."