

Academy Medical Centre Newsletter Summer 2022



Update on E-Consult Service

Following constant review over the last 2 years the GP Partners have taken the reluctant decision to remove the eConsult service. This will cease to be available from 4 July 2022. This is due to staff shortages and our long-term inability to recruit to a vacant GP post.

During these difficult and challenging times of shortages we want to be able to give all our patients the same level of excellent care and by having only one avenue to access our service, i.e. by telephone we feel this is much fairer to patients and more manageable from a practice perspective.

It may be that the eConsult service can be reinstated in the future when our practice is on a more stable footing but until then we would ask that all patients contact the practice via phone on 01307 462316 with their enquiry. Please do not email any enquiries to the practice (unless asked to do so by a member of staff) as this is not acceptable or monitored method of access or communication.



Public Holidays—2022

**We will be closed all day on the following Public Holidays –
Monday 25th 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 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



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ANGUSalive Macmillan Cancer Support Services

Information and Support Service

Across Angus the Information and Support service is free and open to anyone; those who have cancer themselves, friends, family members of those living with cancer, or simply those with questions around cancer.

Based in local libraries they have free information booklets, one-to-one arranged appointments, weekly drop-in services and a cancer peer support service.

For further information please -

- email MacmillanInfoSupport@angusalive.scot or call 01307 492465 
- or just drop into one of the sites as advertised on the website by clicking [HERE](https://www.angusalive.scot/libraries/macmillan/) (<https://www.angusalive.scot/libraries/macmillan/>). 
The Forfar drop in is at Forfar Library weekly on Thursdays between 3pm and 5pm.

Move More

If you are living with cancer in Angus, ANGUSalive offer a free programme to help you get and stay active, supported by Macmillan Cancer Support. In Forfar, they offer Gentle Movement, gardening, and walking groups. Online sessions are also available. If you are interested in finding out more, please

- email movemore@angusalive.scot or call 01307 492059 
- Information can also be found on their website or by clicking [HERE](https://www.angusalive.scot/sport-leisure/move-more/) (<https://www.angusalive.scot/sport-leisure/move-more/>) 

Your feedback means a lot...



"I am really thankful for the response and help for Mum... Things will constantly change so I am glad of the open communications and help"

We were asked to pass on to staff how helpful and lovely Erin has been when dealing with a patient and her family, who feels Erin is the best receptionist she has ever dealt with. Well done Erin. Also asked to pass on how happy she is with the nursing team particularly Lorraine and Trish. She is also very happy with the care given by Dr Denholm.





Strathmore Cricket Club Meeting Centre Update

A name has now been decided for the centre – Lochside Connections. This was by far the most popular suggestion to emerge from the online poll.

Meeting Centre Manager, Activity Coordinator and Support Worker are now in place and core working hours will be Tuesday—Thursday 9.30am—3.30pm.

The Centre has a website and social media channels where you can find regular, up to date information.



Website— <https://lochsideconnections.co.uk/>



Facebook—@lochsideconnections



Twitter—@lochsideconnect



International Receptionists Day and Nurses Day

We celebrated Receptionists Day (11th May) and Nurses Day (12th May) this year with a big thank you to our fantastic nurse and admin teams by presenting them each with a personalised card, chocolates and a notebook. We also celebrated with the wider team by having some mocktails (non-alcoholic cocktails) at coffee time as an extra treat. I think we can all agree that we are lucky to have such a wonderful bunch in our practice!



NHS Pharmacy First Scotland

NHS Pharmacy First Scotland is an NHS service provided by your local community pharmacy. If you have a minor illness, a pharmacy is the **first** place you should go for advice. You do not usually need an appointment and you can go to any pharmacy. Your local pharmacist or trained member of the team will give you advice and provide medicine if needed.

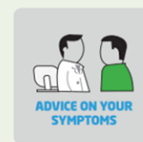
They can also refer you to another healthcare professional if they feel your condition needs further investigation or more specialist care. **This service is open to anyone living in Scotland.**



For more information visit NHS Inform by clicking [HERE](https://www.nhsinform.scot/care-support-and-rights/nhs-services/pharmacy/nhs-pharmacy-first-scotland) (<https://www.nhsinform.scot/care-support-and-rights/nhs-services/pharmacy/nhs-pharmacy-first-scotland>)

NHS PHARMACY FIRST SCOTLAND

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Care and Treatment Centres—Update

Following a transfer of work from general practice to Care and Treatment Centre in Whitehills Hospital, Forfar in July 2021, where certain tasks could be done in a hub setting to lighten the workload on practice staff, the practice took a decision that all annual chronic disease reviews would be transferred to the Care and Treatment Centre in Whitehills Hospital, Forfar. This was in line with the new GP contract 2018 and the service offered by Angus Health and Social Care Partnership.

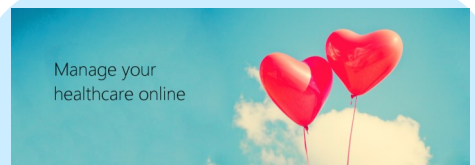
Following constant review and consideration of patient feedback the GP partners have listened to all suggestions taken the further decision that most chronic disease reviews will return to being undertaken in the Practice by our Healthcare Assistants from August 2022.

We feel that the service provided in-house by our highly trained Healthcare Assistants compliments our longstanding data gathering processes more fully and any issues raised by patients at the time of their review can be dealt with more efficiently in-house with less inconvenience to the patient.

Letters for annual reviews will be sent out towards the end of July asking patients to make appointments at the practice for their review in August but there may still be occasions when patients are asked to make appointments for blood taking at Whitehills and will be advised of this at the time.

We would like to thank our patients over the last 12 months who have worked with us and provided us with their feedback and thoughts which has resulted in us being able to confidently take this action.

Due to Dr Kay MacCallum's retirement within the GP team at the practice, patients have been selected to move to either Dr James Denholm's team (Team 2) or Dr Caroline Thomas's team (Team 3). If you have been selected to move you will have received a letter and any further contact with the practice should be directed to your new team where a member of the team will be pleased to assist you. If you have any reservations about being transferred to a new GP please feel free to speak with a member of staff who may be able to reassure you.



Look out for our upcoming YouTube video on how to register and log in to Patient Services so you can quickly and easily order your prescriptions online.

See our other handy videos by clicking [HERE](https://www.youtube.com/channel/) (https://www.youtube.com/channel/) and SUBSCRIBE so you never miss a video!



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Well Done—The Moray Way Virtual Walking Challenge

In our last edition we told you about the virtual walking challenge of The Moray Way that some of the staff were participating in. I think it's fair to say we all enjoyed it and focused more on our daily steps and increasing our activity. Everyone who took part were presented with a certificate as well as additional prizes for:

1st place: Andrea Mason, 2nd place: Ashley McGregor , 3rd place: Margaret Clark , 4th place: Pat Mitchell , Most Improved Award: Kay Fleming , Healthy Working Lives Shopping Voucher Teresa Forbes

Well done and thank you to everyone to took part. Lets keep those steps up! For more tips of how you can increase your daily step count visit our Spring 2022 Newsletter, or click [HERE](https://www.academymedicalcentre.co.uk/news/2022/newsletter-spring.htm) (https://www.academymedicalcentre.co.uk/news/2022/newsletter-spring.htm) 



Our Website—Tips and Advice

Did you know you can contact us by email—

- ✓ If a clinical member of the team has asked you to send us photos
- ✓ To send in your Blood Pressure results if you have been asked to submit them
- ✓ For general enquiries
- ✓ To send us your forms if you're registering with the practice as a new patient
- ✓ To send us your forms to register for online services
- ✓ To update your contact details, or you can use our online form found [HERE](https://www.academymedicalcentre.co.uk/update.htm)—https://www.academymedicalcentre.co.uk/update.htm



We kindly ask you don't email us about —

- ✗ Prescription requests; instead we ask you to deliver your request through our letter box or request online if you're registered to do so
- ✗ Photos that have not already been requested by a member of staff
- ✗ Requests for consultations, please call into the practice and select your team number if you are looking for a consultation or advice from a member of the clinical team

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