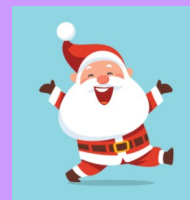


Academy Medical Centre Newsletter Winter 2022



**We're making some change to the structure of our model of care.
Read more on Page 3**



Public Holidays—2022

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

Monday 26th December 2022

Tuesday 27th December 2022

Monday 2nd January 2023

Tuesday 3rd January 2023

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

PAIN ASSOCIATION SCOTLAND

SELF-MANAGEMENT TRAINING FOR PEOPLE WITH CHRONIC PAIN

Forfar Group

St John's Episcopal Church
East High Street, Forfar, DD8 2EP-
2023 Programme

Meetings are held Friday 2.00pm – 4.00pm
SEE BACK FOR MORE INFORMATION ABOUT THE MEETINGS

Fri 20th Jan	The Way Forward	2-4 - Venue
Fri 17th Feb	Taming boom-bust	2-4 - Online
Fri 17th March	Sleep	2-4 - Venue
Fri 21st April	Dealing with Anxiety	2-4 - Online
Fri 19th May	Understanding Pain	2-4 - Venue
Fri 16th June	Relaxation	2-4 - Online
Fri 21st July	Lifestyle	2-4 - Venue
Fri 18th Aug	Dealing with Other People	2-4 - Online
	Summer Break	
Fri 20th Oct	Prepare for a Flare Up	2-4 - Venue
Fri 17th Nov	Pain – Stress Cycle	2-4 - Online
Fri 15th Dec	Rebuilding Confidence	2-4 - Venue

This is a professionally led training group for people with all forms of chronic pain. Sessions focus on building skills that help you to regain control and cope more effectively. You are welcome to attend at any point during the programme. You do not need to be referred by a health care professional to attend.

Please call 0800 783 6059 or click [HERE](https://painassociation.co.uk/) for the website (https://painassociation.co.uk/) For the Zoom link to attend the online appointments please email info@painassociation.com

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

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A Patients Journey (*names changed for anonymity)

A patient contacted us in crisis after not having much contact with us at the practice for a few years, other than annual reviews. Graeme* was worried about his wife Jean* and the changes in her behaviour which were causing him so much concern that he could no longer cope and didn't feel they were safe. The GP urgently assessed Jean at home as the description of her behaviour, especially towards Graeme, was triaged as urgent. In the meantime the doctor asked the social prescribing team to contact Graeme regarding his needs as a distressed husband, as well as being her carer.

An urgent referral was made to the Community Mental Health Team (CMHT) who took Jean to hospital and further assessed her needs; she stayed in hospital for a few weeks to receive specialist treatments with Graeme visiting her each day. The Patient Support Advisor (PSA) kept in contact with Graeme to offer support to him as now he was learning to live at home alone, something he's never done through their many years of being married. Emotional and practical support and advice was offered including signposting to Angus Carers. Throughout these telephone consultations Graeme disclosed he had had a concern about his physical health, which he had not raised previously as he was prioritising the care of Jean for the last couple of years during her undisclosed deterioration. The PSA discussed these concerning symptoms with his GP and again it was triaged as urgent and a face to face consultation was arranged for the next day. Graeme was examined in the practice and referred onto Secondary Care and further assessed, resulting in these physical concerns being reviewed as not of concern or for further treatment at the huge relief of Graeme.

He continues to speak with the PSA every few weeks, about how he's managing at home and to talk through the difficulties he's experienced in isolation during this caring period for Jean over the last couple of years. The PSA continues to advise of other local services which can also help including the Listening Service, NHS inform online guides relating to sleep hygiene and local social activities he may like to take part in. Jean now lives in a lovely nursing home to continue receiving the care that she needs. Graeme continues to visit her every day.

Your feedback means a lot...



[LGBT+ Section of the website]
"Layout excellent and easy to access. As a patient it would put me at ease to see how inclusive the surgery is reading their policy"

"Excellent service as always"

"You are all wonderful and do a great job"





Our Model of Care—Updates



The practice, in common with many other practices, continues to have difficulties recruiting GPs. Due to Dr Jason Twinn leaving our practice on 4 November 2022 we are forced to make changes to the structure of our model of care.

We currently have 4 teams led by GPs but from November we will be operating 2 teams with care co-ordinated by our GP Partners, Dr Caroline Thomas and Dr James Denholm, in each team. These GPs will be assisted by a group of regular locum GPs, Advanced Nurse Practitioners (ANP), Nurse Practitioners (NP), Healthcare Assistant (HCA), and a pool of receptionists. We will work continue to work with attached healthcare professionals such as Community Nurse, Pharmacotherapy Team and Mental Health Peer Support Worker.

We shall continue to promote patient continuity, and clinicians will continue to develop close working relationships with colleagues in the multi-disciplinary team, with patients, their families and carers.

For patients in Teams 1 and 5 this means that their care will be taken over by Dr Denholm or Dr Thomas respectively.

There will be changes to our phone system as patients will no longer need to select which team they are in. Patient calls will be put in a queue and dealt with by the next available receptionist in the pool. When patients contact the practice their call will still be dealt with by the most appropriate healthcare professional. This may be an ANP, NP, Social Prescriber, Mental Health Peer Worker or they may be directed to the Community Pharmacy, First Contact Physiotherapy or other appropriate organisation. This will allow our remaining 2 GPs (+/- locum) to deal with patients who have the most complex histories or problems.

How to Stay Well this Winter

“Cold weather can make some health conditions worse and even lead to serious complications, especially if you’re 65 or older, or if you have a long term condition.”

You can get help and advice if you feel unwell for your pharmacy, GP or NHS Inform on 111 but if it’s an emergency you should always call 999.

If you have any vulnerable neighbours or relatives you should look in on them as they may need some extra support, especially at this time of year. If you are worried about someone and it’s not a medical concern you can contact Age Scotland on 0800 12 44 222, click [HERE](https://www.ageuk.org.uk/scotland/) for their website (<https://www.ageuk.org.uk/scotland/>) or Angus Council on 03452 777 778 or through their website [HERE](https://www.angus.gov.uk/) (<https://www.angus.gov.uk/>)

For more information on any of this you can visit [NHS Inform](https://www.nhsinform.scot/) (<https://www.nhsinform.scot/>)

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As a practice we have recently been supported by 2 medical students, Mhairi and Noel to use the Green Impact Toolkit with the aim of achieving a Bronze Award. The toolkit aims to help General Practices make better decisions in this climate and ecological emergency. Since using the toolkit we have added more recycling bins, changed to only using recycled paper, making staff and patients aware of the benefits of using the appropriate dual flush, ensuring our teas and coffees are fair trade and much more. You can find our more by clicking [HERE](https://www.greenimpact.org.uk/giforhealth) (<https://www.greenimpact.org.uk/giforhealth>)

AMC Interviews ... Kath, District Nurse Team Lead

What are the Daily Huddles in the practice and who goes along?

The Huddles are a multidisciplinary (MDT) meeting to discuss any relevant patients who may require intervention from the multi agency wider teams. This includes GPs, Practice Nurses, Social Prescribers, Mental Health Peer Workers, Medicine for the Elderly team, Pharmacy and Admin teams with people attend in person or remotely. The meetings are to highlight any ongoing concerns or issues that may need to be identified to carry out person centred care within a holistic approach, this ensures the right person gets the right care and the right time.

What are the benefits of the meetings?

Huddles are a great opportunity to discuss patient care and establish anticipatory care planning to prevent hospital admissions. Collaborative team working provides safe and effective patient care through good communication skills. Sharing valuable key information can improve the patients journey and close gaps between services to allow streamlined care.

How does this impact of your day?

Putting half an hour aside for a huddle meeting a day can be very valuable, having the opportunity to access all necessary MDT members in one place can save time and assist in care planning for our patients to ensure they receive quality care.

What does this mean for patients?

It means patient centred care can be carried out. The huddle allows other MDT members to be followed up in a timely manner. Having a MDT huddle is very helpful in sharing ideas and finding solutions which results in a proactive approach.

International Healthcare Assistants Day 2022



We have thanked and celebrated our wonderful Healthcare Assistant (HCA) team again this year to mark this special day. They have been gifted some personalised items which we hope Denise, Kim, Lynn and Sarah enjoy. Thank you again for all that you do for us staff and patients.

Sporting Memories with Strathmore Trust

"A free group for those who love their sport! A mix of physical and social activities to keep people active and engaged in the community"
At Letham Bowling Club first Wednesday of every month from 7—8.30pm.

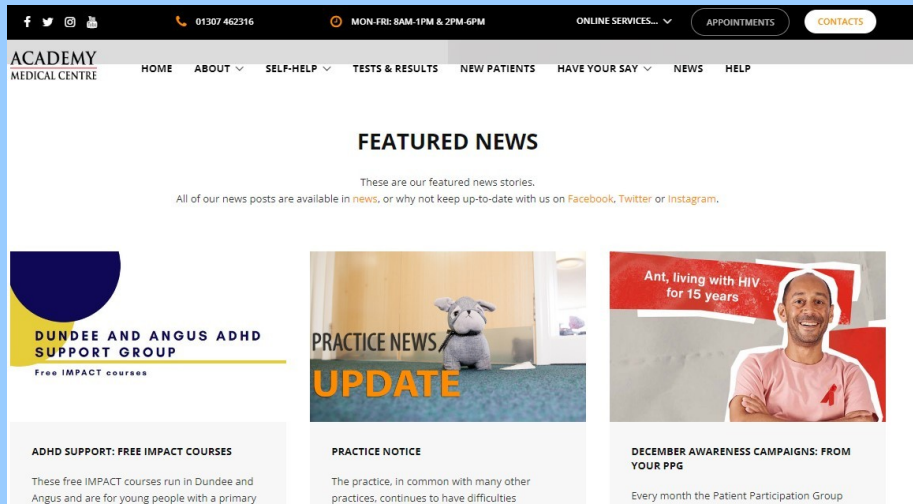
Contact 07933 721897 or email admin@strathmoretrust.co.uk



Our Website—Tips and Advice

Have you seen our Latest News Features section?

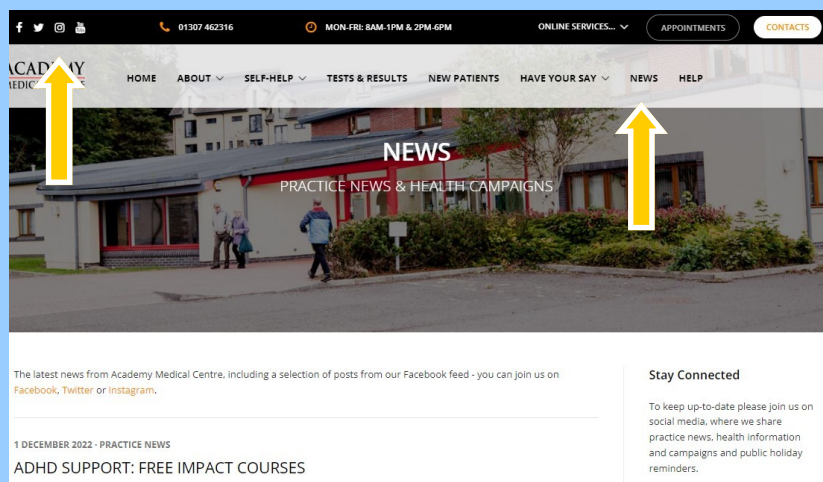
We have an up to date news section; featured news stories can be found at the bottom of our home page, or you can also find the full list of articles under the News tab.



You'll find

- relevant practice news and patient notices
- health awareness campaigns which are organized by our PPG (patient participation group)
- community support, groups and services
- Upcoming practices closures for public holidays
- and more...

To stay updated you can also follow us on Facebook, Twitter and Instagram



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