

# Academy Medical Centre Newsletter Autumn 2023

## Practice Updates



**The self check in screen is back!!** Since our appointment system has been upgraded; we now have a brand new touch screen that lets you check yourself in for your appointment when you arrive in the practice. It's located in the same place as the previous screen (in the reception area, between the front door and the waiting room). Checking yourself in also helps us keep queues and waiting times at the reception desk down .

**Updates to payments for letters:** There has always been a fee in place for “to whom it may concern” type letters that patients can request from GPs. The fee for these letters will now be required to be paid up front, prior to letters being written. Payments can be made at the reception desk on requesting of the letter and paid by cash or cheque only.



## Public Holidays—2023

**We will be closed all day on the following Public Holidays –  
Monday 9th 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.

## Staff Updates—Training



Congratulations Lynn on completing your Spirometry course! This means the service will be returning to the practice shortly. Very well done!

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

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



## Your feedback means a lot...

A patient asked me to pass on to all staff that she can't thank us all enough and she really appreciates the service she receives from us.

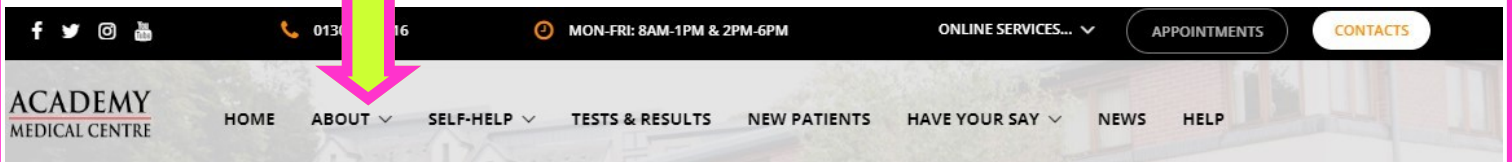
"Absolutely first class, he has great communication skills and listened intently to what my problem was. After examination and being diagnosed with a hernia, he went on to explain in detail what causes the hernia, discussed options in dealing with same. Its the best experience I have had with a doctor for many, many years."

"Thank you so much Ashley. You really have been so helpful to me with your support and kindness. "



## Our Website—Tips and Advice

You can find out more about us and what we do here by clicking the "About" tab on our homepage:



By selecting the drop down you can choose from—

- Introduction: to find out more about the surgery's general information, for example history of the practice and the building
- Who are we: gives further options to select different staff teams and more information on individuals, including GPs, community team, patient support staff and more
- What we do: provides a list of services we provide and advice on how to access these, for instance; appointments, mental health services, clinics etc
- Our Location: shows how to find us
- Policies and procedures: allows access to up to date policies in place for staff and patients, such as GDPR, DNA Appointments Policy, Zero Tolerance Policy etc

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## September is World Alzheimer's and Dementia Month

- Alzheimers Scotland hold their Drop In session for Forfar folks on the second Thursday of each month at the East and Old Church from 2pm.
- Lochside Connections is a Meeting Centre for people in Forfar living with dementia. Follow on social media for more.

## A Patient Journey (\*some details changed for anonymity)

Grace\* phoned into the practice, feeling that she was struggling with her mental health and wellbeing (mhw) —looking for support, but she wasn't sure what. Because of the admin team's thorough, ongoing training in signposting they were able to refer Grace directly to the MHWB Hub who meet in the practice daily. **See the last newsletter for more information on who and what's involved in the Hub...**

Grace was struggling with self medicating and coping with multiple past traumas so after assessment the hub team agreed Tayside Council on Alcohol (TCA) and Community Mental Health Team (CMHT) were the most appropriate services in this instance.

She has 2 specialised workers who are offering continuing, joined-up support that works for Grace.

She says she feels it's helping and is happy the support will continue with these services and she doesn't "feel on my own with my problems anymore".



**Strathmore Community  
Rugby Trust**

DEVELOPING PEOPLE  
THROUGH RUGBY

Health | Community | Rugby

## WALKING RUGBY PROGRAMME

Walking Rugby is a slower, non-contact version of rugby for adults (male and female) who are looking for a fun way to increase their levels of activity. It is suitable for those recovering from illness or injury, retired players and older people looking to stay fit and active.

The aim is to participate, compete and most importantly, enjoy yourself!

- It's fun!
- Played at walking pace
- Non-contact
- Females and males can play together
- Accessible to all regardless of age, ability or health
- Loads of health benefits
- Opportunity to meet for a 'cuppa' and cake after each session.
- No rugby experience required
- Experienced coaches to lead the sessions



Monday-6.30pm-8pm  
Strathmore RFC  
Wednesday- 6.30pm-7.30pm  
Brechin RFC  
Friday- 9.30am-11.30am  
Strathmore Cricket Club

For more information and to sign up to our community projects visit our website or email.

E: [coordinator@strathmoretrust.co.uk](mailto:coordinator@strathmoretrust.co.uk) W: [www.strathmoretrust.co.uk](http://www.strathmoretrust.co.uk)

@StrathCommTrust #developingpeoplethroughrugby




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## AMC Interviews ... Lorraine Forsyth, Nursing Team Lead

### What types of services/appointments do the nursing team provide to patients?

- Full minor illness service (Find out more about what minor illness is by clicking [HERE](https://www.academymedicalcentre.co.uk/nursing.htm#minorillness) (https://www.academymedicalcentre.co.uk/nursing.htm#minorillness) ) 
- Respiratory clinics
- Cervical screening
- Skin clinics
- Immunisations
- Removal of stitches for in house Minor Ops patients
- Injections
- Diagnosis of Long Term Conditions (LTC)

### What's the difference between Nurse Practitioners (NPs) and Advanced Nurse Practitioners (ANPs)?


ANPs are nurses who have undertaken further study in clinical practice. ANPs independently assess, diagnose, manage and care for patients with complex clinical issues. NPs work at a level below an ANP and have a more limited scope of practice. NPs independently assess, diagnose, manage and care for patients with minor illness and LTC.

### What does your role as Nursing Team Lead (NPTL) entail?

An NPTL is responsible and accountable for delivery of safe and effective nursing care to the whole practice population. I work closely with practice management and the GPs to deliver practice priorities. The focus of the role is the delivery of evidence-based practice for patients with LTCs and management and preventative nursing interventions to all patients. Working collaboratively with the whole general practice team to meet the needs of patients, supporting the delivery of policy and procedures and providing leadership and direction for the nursing team.

## Sexual Health Week—11th—17th September 2023 #SHW23

Playing it Safe— “Being safe means feeling empowered to access contraception, testing and treatment. It means understanding consent, healthy relationships, and pleasure”

Throughout Sexual Health Week Brook will be sharing information, advice and experience to help support people to keep safe from harm. You can keep up to date via their [website](https://www.brook.org.uk/shw/) (https://www.brook.org.uk/shw/) or following on social media platforms. 

## Sexual Health & Blood Borne Viruses Tayside

To keep up to date with all local, supportive, non-judgmental services visit the site [HERE](https://www.sexualhealthtayside.org/) (https://www.sexualhealthtayside.org/) or you can call 01382 425542 Mon—Fr between 9am—12noon. You do not have to contact the practice first. 