

Academy Medical Centre Newsletter Spring 2023



Public Holidays—2023

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

- Monday 3rd April
- Monday 10th April
- Monday 1st May
- Monday 8th May
- Monday 29th May

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.

Practice Updates—

- We will no longer be offering to send sick lines via email. These must be collected in person at the surgery by the patient themselves or a designated family member/friend. This is a lengthy administrative process and our admin team no longer have the capacity to do this.
- Our IT and appointments system will be changing this Spring. This shouldn't disrupt our service, and the way you access the practice will not change.



Nutrition and Hydration Week

13-19 March 2023

Did you know that there are a number of local food groups and services locally?

If you want to know more about lunch clubs, community cafés, the food bank, cooking group or the S-Mart please get in touch with our Social Prescribing team by contacting the practice.



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

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



Your feedback means a lot...



"Today I phoned at 5pm, worried about my daughter, I spoke to [administrator] who was incredibly helpful and was able to get me a phone call with a GP. On the phone call he asked us to go in so he could see [my daughter] we were taken quickly and checked. These staff were both extremely helpful and went out of their way to get us to speak to a doctor and then from him to see us, and I am extremely grateful to them both."



"Had reason to call the practice today regarding a physio issue. Spoke to Morag (receptionist) who I must congratulate on her manner, empathy and skills in trying to solve my issue. Staff in the NHS too often never get bouquets but in this case, Morag gets a virtual one from me. Thank you."

"Hello,

On behalf of my self and my siblings, this is just an interim thank you to Dr Denholm and all of the team who are doing such a great job of helping my [parents].

I know your services are under enormous pressure just now and trying to stretch yourselves to meet so many people's needs is exhausting.

We are so grateful for your thoughtful and careful attention. All strength to you all."

**GREAT
WORK**

Telephone Consultation Requests

If you have booked a callback, it is in the queue and the time you wait is based on the symptoms you have told us about. You don't need to call us back unless your symptoms have changed or got worse, and we may call back up until 6pm. You can ask if your callback can be in the morning or afternoon to help ensure you are available for your consultation but because all calls are triaged (meaning people with most serious symptoms are called back first) we cannot allocate a specific time for you.

When phoning us and requesting a callback from a clinician, please ensure that you are available to take the call. As you know we receive a huge amount of calls per day, and at certain periods in the week the volume may be even higher so we ask that you please ensure you are available to answer a call back to save multiple attempts to phone you back, as well as saving you calling us back if you have missed a call.

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Staff Updates

We have said goodbye and hello to a few members of staff recently—



After over 30 years of great service from Diane Meek (Practice Manager), she has taken her skills into a new journey elsewhere. We've also said goodbye and good luck to Amy Sangster (Administrator) who has moved onto a new role elsewhere. We thank you for your dedicated support that you have always given staff and patients.

Wishing Kay Fleming (Administrator) a very happy retirement also. Thanks for all you have done for the team and patients over your 22 years here at AMC. We wish you a long, healthy and happy retirement.



We welcome Susan Clark (Advanced Nurse Practitioner - ANP) to the team, who brings a wealth of knowledge from her Out of Hours (OOH) career so far.

Zane Lokmane (Receptionist) has recently joined us; bringing with her excellent administration skills and medical administration qualification.



We also asked our newest team member for an introduction— “My name is Nazaneen Mohammed and I am the new Practice Operations Manager. I come from Ireland with years of experience in management within the corporate space, and I am thrilled to join Academy Medical Centre and be a part of this incredible team.”

A Patient's Journey (*some details changed for anonymity)

A patient contacted us to request a “patient summary report” - a summarised version of a patient's record which includes diagnoses, current medications and recent encounters with surgery staff—so they could include this in an application for benefits. This application process was not the usual way, or one of the regular supporting organisations so was discussed between the Practice Manager (PM) and Patient Support Advisor (PSA). Due to these concerns the PSA met with the patient and discussed these concerns so it was agreed we would refer onto Trading Standards and Welfare Rights to look into the concern and to give reliable support to apply for this benefits. The result was that the unknown organisation was advised to cease contact and the application continued with input from Welfare Rights.

If you think you need support from Welfare Rights regarding benefits and money advice, or have a concern about a business or service you can access Trading Standards information by accessing the Angus Council website by clicking [HERE](https://www.angus.gov.uk/) (https://www.angus.gov.uk/)

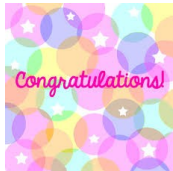


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Staff Updates

Our talented team have been continuing their learning and training. Here are just a couple of updates...



Well done to Lorraine Forsyth (Nurse Practitioner/Nurse Team Lead) in completing and passing her Level 3 Certificate in Leadership and Management with flying colours! Well done!

Ashley McGregor (Patient Support Advisor) has completed recent training sessions in Trauma and Substance Use and Adult Support and Protection Level 2 and 3.



Our Website—Tips and Advice—Social Media Accounts

You can follow us on Facebook, Twitter, Instagram and YouTube for the most up to date information on what's going on in the surgery.

We include information about Primary and Secondary Care within NHS Tayside as well as local groups and services in the Forfar/ Kirriemuir area that may be helpful. We also promote national health campaigns.

We like to post staff updates, important milestones, training and when we celebrate the team.

We share posts from other organisations that we work alongside, or know that may be a benefit to our surgery community who you also might like to check out, for example;

Diabetes UK

Angus Council

Angus Carers

NHS Tayside

Heartstart

Local Parkruns

GOGA Tayside

Lochside Connection

Pain Association Scotland

and many more



Spirometry Services Resuming...

This simple test; used to help diagnose and monitor certain lung conditions is returning to the practice with Lynn Ferrar (Heath Care Assistant—HCA) being trained up to alongside our already fully trained Nurse Practitioner Trish Stewart to offer these tests.

Conditions that may be picked up and monitored using spirometry include Asthma, Chronic Pulmonary Disease (COPD), Cystic Fibrosis and Pulmonary Fibrosis.

The tester will explain what you need to do and support you throughout this testing.

To find out more about Spirometry you can click [HERE](https://www.nhs.uk/conditions/spirometry/) (https://www.nhs.uk/conditions/spirometry/)

