

Academy Medical Centre

Newsletter

Summer 2023

AMC Interviews ... Teressa Forbes, Office

Manager: My main roles are supporting the administration team to ensure all tasks are allocated and completed efficiently. This means organising the team rota for each day to cover —

- Answering phones
- Prescriptions
- Workflow (processing and allocating incoming documents/letters/results electronically and manually scanning)
- Covering front desk
- Surgery email inbox
- Accounts
- Registering new patients
- Time allocations for individual admin responsibilities e.g.; organising minor ops clinics, immunisation entering, filing, deductions, medication review lists etc.

The OM is also experienced in all above areas to cover these tasks if there are periods of low staff cover. Additionally; I can deal with patient complaints, planning and delivering all clinical staff's appointment templates, supporting with staff IT queries, liaising with all staff teams to ensure all teams are working most efficiently collaboratively as well as running and taking minutes at clinical meetings including the Enhanced Community Support (ECS) and Palliative meetings. I am also Staff Wellbeing Champion where I organise wellbeing events for staff and share information to further support a happy, healthy full staff team.

Your feedback means a lot...

A patients mum wanted to thank Lynn for her patience today with her daughter when she was in for bloods. Lynn was very good with her as she was a bit nervous and Lynn reassured her.

Well done Lynn



“Could not fault Academy Medical Centre today. Saw the doctor face to face which was a real tonic in itself, she was extremely thorough and made me feel so much better. The receptionist was also very helpful and managed to get me a nurse appointment not long after my doctors appointment. It's difficult times at the moment with all the pressures, I'd just like to say thank you”

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We are seeing an increasing number of patients considering or using private medical services either through insurance or due to increasing delays within the NHS. After a private consultation, patients are referring back to the NHS for continuing treatment or for prescriptions. On returning to the NHS some patients have raised concerns they are being charged for prescriptions or treatment which they were not made aware of by the private consultant. We have therefore thought it timely to publish the Scottish Governments guidance on this issue.

INFORMATION FOR PATIENTS CONSIDERING PRIVATE MEDICAL CONSULTATIONS

When you consult a private specialist, you should be aware of what may happen about medication you may need after the consultation. You may not always be able to obtain an NHS prescription for medication arising from a private consultation.

Guidance for NHS Patients

In March 2009, the Scottish Government published guidance for NHS patients who wish to pay for additional private care. The guidance includes the key points below:

- Your NHS care will continue to be free of charge
- You can't be asked to pay towards your NHS care, except where legislation allows charges, such as travel medicines
- The NHS cannot pay or subsidise your privately funded care
- Your privately funded care must be given separately, at a different time and place from your NHS care

Independent Private Referral:

If you choose to refer yourself to a consultant independently of your GP for additional privately funded care (ie outside the NHS), whether in the UK or abroad, you are expected to pay the full cost of any treatment (including medication) you receive in relation to the package of care provided privately (including non-emergency complications).

Private referral through your GP:

After a private referral made by your GP, your private specialist may give you a prescription. You may only need one prescription. The prescription provided by your private specialist will be a private prescription and you must pay for the medication. If you need continued treatment, you may initially be given just one private prescription which you will need to pay for and advised to return to your GP to see if further NHS treatment can be provided.

Further information continues on the next page -



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There is no obligation, however, for your GP to accept the recommendation made to prescribe the treatment recommended by a private specialist. To judge your clinical need for the treatment, including the reasons for proposed medication, your GP must have received a full clinical report from the private specialist. If your GP does not feel able to accept this responsibility, then the GPs may consider;

- Offering a referral to an NHS consultant to consider whether the recommended medication should be prescribed as part of on-going NHS funded treatment
- Asking the specialist to remain responsible for the treatment because of its specialist nature, and to provide further prescriptions, for which you will need to pay
- Prescribing you an equivalent locally recommended medicine, which should deliver similar/identical benefit.

Only if your GP considers the clinical need for your medicine, and then an NHS patient would be treated in the same way, would an NHS prescription to continue your treatment be considered. If the recommended from your private specialist is for treatment that is not in line with local policies, then your GP may change the medication in line with that used for NHS patients.

How much will a private prescription cost?

The cost of a private prescription is calculated depending on the medicine. Some private hospitals have pharmacy departments that can dispense your private prescription. The pharmacy will charge you for the full cost of your medicine. They will also charge a professional fee for the process of obtaining, dispensing and checking your medicine. This may vary from pharmacy to pharmacy so you are entitled to "shop around" before deciding where you would like your medicine dispensed.

Public Holidays—2023

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

- **Monday 24th 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 minor injuries unit, to NHS Inform and NHS 24 on 111.



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Staff Updates—Training



All staff have been working very hard behind the scenes doing lots of training to learn how to use our new appointments system. This has been a big change for us all but it's well underway and working well.

The full team have also completed their annual Basic Life Support and CPR training for both adults and children.

In the last few months staff have also completed their mandatory online training module updates. All staff have completed—

- Safe Information Handling
- Manual Handling
- Adult Support and Protection
- Child Protection
- Equality Diversity Human Rights
- Fire Safety
- Prevention and Management of Violence
- Preventing Bullying and Harassment

In addition to this, staff have completed individually selected modules which are job role specific. As training is always ongoing individual staff have taken part and achieved specialised one-off training events in role defined areas.


Well done everyone on a particularly busy training period over the last few months.

Our Website—Tips and Advice

Did you know you can self refer to the new Mental Health and Wellbeing ECS Hub service via our website?

Click [HERE](https://www.academymedicalcentre.co.uk/mental-health.htm) to find out more about this new service (https://www.academymedicalcentre.co.uk/mental-health.htm)



 **Angus Independent Advocacy**

THE CITIZEN ADVOCACY PROJECT

Every Voice Matters

Do you believe that everyone has the right to have their voice heard?



Would you like to help someone feel less lonely and isolated?



Do you have some spare time?

If you have answered 'YES' to any of the questions above, you may want to become a Citizen Advocate

If you would like to know more please contact us on:

Tel: 01241 434413

 citizenadvocacy@angusindadvocacy.org  www.angusindadvocacy.org

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"I had an appointment with Keri Garland... I cannot say enough about the support and care I received. Keri went over and above her role. She was a great support and for the first time I felt listened to. Even just how she made me feel after this appointment was a help to me. She really needs to be recognised for her forward planning and thinking regarding Woman's Health. She listened, was really kind and an excellent nurse. I would like for this to be passed on that I had went from feeling really bad from a phone consultation regarding menopause to meeting Keri who dealt with this. She is someone who I'd recommend to anyone who needs support in this area."

Your feedback means a lot...

[Anonymous] expressed his thanks for the excellent service that he has received from AMC.



"Our Phones are Constantly Busy"

PLEASE NOTE..

Thank you for bearing with us during these hugely stressful times for everyone. We have been touched by the many kind messages of support whilst we have strived to provide you with the best service we can. As many of you may know, General Practice has seen absolutely unprecedented demand since Covid and this demand continues to increase. Quite genuinely, it has been one of the most challenging times of our entire careers for some of us. The pressures have been compounded by staff shortages especially doctors and nurses.

The most common complaint we receive is "Our phones are constantly busy and we cannot get through". We are well aware of how busy the phones are and how stressful it can be for both patients and staff dealing with this situation. Unfortunately, a considerable number of the calls we receive are not appropriate and by highlighting some of these we hope to reduce the phone waiting times. Our real concerns is inappropriate calls could delay someone in genuine need.

GP Surgery Being Contacted for Hospital and Out Patient Clinic Related

Issues: Hospitals have their own processes and systems, and their own staff to manage those. But we are finding that many patients contact us first, often with queries regarding their hospital appointments, hospital tests and hospital results. Hospitals, under terms of their contract, are required to discuss your tests, results, appointments, and any other query you might have about your hospital care with you and it is also the duty of the doctor who ordered the test to action the result, not your GP. It is also the duty of the hospital doctor treating you to provide you with a fit note (sick note) if appropriate. *Further information continues on the next page -*

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**PLEASE
NOTE..**

Unfortunately, we cannot spare the staff and the many hundreds of hours it would take to chase up appointments, tests or results that are actually the responsibility of another organisation.

We do realise many patients are having to wait a long time for appointments, but again, if you do have a query about your hospital appointment, please ring the hospital in the first instance, not your GP surgery.

Finally, to find the contact details of any department, ward, clinic or hospital either call NHS Tayside on 01382 660111 or refer to their web site. Please do not call the practice for this information.

Calling the Practice for Pharmacy Related Issues i.e. CMS (Chronic Medication

Service): CMS was introduced for patients who remain stable on a regular prescription for medication. These prescriptions are administered by the pharmacy of your choice and are only altered as a result of a review with a member of the clinical team. If you have a query about the quantity received, due date or re ordering of the CMS prescription, please contact your Pharmacy first not the practice.

Parents Calling for Information on their Child: In Scotland if you are aged 16 or over you can give consent for your own treatment. If you are under 16, you can give consent for treatment as long as the doctor agrees that you are capable of understanding the nature and consequences of the medical advice you are given. Therefore, we are unable to give information to parents or guardians on any medical issues about their child over the phone without the child's written permission. This includes information on appointments, treatments or medication.

Patients not Giving Sufficient Information about their Reason for wanting an

Appointment: While patients might be used to seeing their GP for everything, a different healthcare professional may be more suitable to assess them or provide treatment and care. By identifying the types of help patients need early on, and making appointments with the right healthcare professionals, we can save time for doctors, admin staff and patients alike and you may actually get seen quicker. When calling for an appointment, please engage with our fully trained reception staff and give as much information about your condition as possible, it will ensure you get a better service.



Help us to help you.



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