

Academy Medical Centre

Newsletter—Spring 2026

hello
SPRING

Public Holidays 2025

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

- Monday 6th April 2026
- Monday 13th April 2026
- Monday 4th May 2026
- Monday 25th May 2026



We will be closed in the afternoon from 1pm to 6pm for staff training on:

- Wednesday 3rd June 2026
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If you take regular medications, please ensure you check you have enough left to cover whilst the practice is 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.

If you are ill during the days the practice is closed, and you can't wait until it reopens, help will be available from a range of NHS services, from your pharmacy and minor injuries unit, to NHS Inform and NHS 24 on 111.

We're sad to announce that **Liudmyla Hladun** one of our Health Care Assistants, has left the practice. Liudmyla has been a valued member of the team, and we are truly grateful for her hard work and dedication. We wish her all the very best on her next journey and every success in the future.



We would like to congratulate **Dr Emily Macdonald** and her **Husband Jamie** on the birth of their latest child, **Mae**. We wish them and their family every happiness as they welcome this wonderful new arrival.



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, X (Twitter), Instagram and YouTube
@ForAcademyMed



Academy Medical Centre Spring 2026

Your feed back means a lot to us..



“A brief email to say thank you very much for your compassion and care with Dad today. It was a masterclass in communication, delivered with genuine care.

Thank you for being so prompt in organizing prescriptions and appointments for today, for ‘working the system’ on his behalf, and for the reassurance that there were options for further pain control, as I’m sure that is one of his main concerns. He really felt a weight had been lifted after today’s appointment, despite no change in his circumstances, and that change is the immeasurable but hugely significant impact you have on his quality of life.

Thank you for remaining in the NHS, despite the obvious difficulties just now. We really appreciate your hard work, dedication and humanity.”

Community Link Workers

Lesley Preston and Katie Reid are our Community Link Workers (formerly known as Social Prescribers) and they deliver a community link service to patients registered within our practice.

This is a **person centred approach** offering **social support** to people whose health is affected by social and environmental issues which cannot be dealt with by only a medical response. It gives people the **chance to talk** about their own issues and **get help** to access any further local support that may be available and appropriate.

Support includes (but is not limited to):

- loneliness
- emotional wellbeing
- healthy lifestyle choices
- getting out and about
- long term health conditions
- struggling with financial issues



Patients can self-refer by contacting the practice and asking for an appointment with a Link Worker, or by contacting them directly (find their [contact details](#)).

Read more about it on the [Voluntary Action Angus website](#)

Calling the practice for an appointment

Our receptionists at Academy Medical Centre have been trained to signpost the patients to the most appropriate healthcare professionals.

Our clinical team is a mix of various professions, including doctors, advanced nurse practitioners, nurse practitioners and other allied health professionals.

Each time you contact the practice, you will be triaged and directed to the most appropriate professional given the symptoms you describe, therefore it is important to provide a brief summary of your problem in order to aid the receptionist to support you.

Telephone Consultation Requests

If you have booked a call-back, 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. All calls are triaged by the clinician (meaning people with most serious symptoms are called back first) we cannot allocate a specific time for you however we can note the best time to call or avoid.

Please ensure that you are available to take the call. If you miss the call, we will attempt a second time before this is considered a failed encounter and would need to be re-booked.

Did not attend appointments

Missed appointments, or "Did Not Attends" (DNAs), cost GP surgeries and the wider NHS in Scotland millions of pounds annually. While costs vary by practice, a commonly cited estimate is that each missed GP appointment costs the NHS approximately **£30**.

Impact of Non-Attendance:

Waiting Times: Missed appointments mean other patients wait longer for care.

Resource Waste: 5% of all GP appointments are missed without enough notice to invite other patients.

Mental Health/Vulnerable Patients: Research indicates that patients with certain conditions, such as ADHD, have higher rates of missed appointments.



Meet the team:

Senior Clinical Assistant Kim Birse

Most of our patients will have had the pleasure of meeting Kim, who has been part of the practice for an incredible 27 years. She joined the team on a temporary basis for six months, helping with filing when the practice was known as Green Street Surgery. During that time, she learned how to take blood samples and carried out four appointments a day. When a member of the team later left, Kim stepped into the role of Healthcare Assistant (HCA) full time – and she says she couldn't imagine going back to an admin role now.

One of the things Kim enjoys most about her job is building relationships with patients and watching families grow over the years. She fondly remembers children coming in with their grandparents and arguing over who got to hold the bottles to help. Now she often sees those same children all grown up. Being able to offer that continuity of care is something she really values.

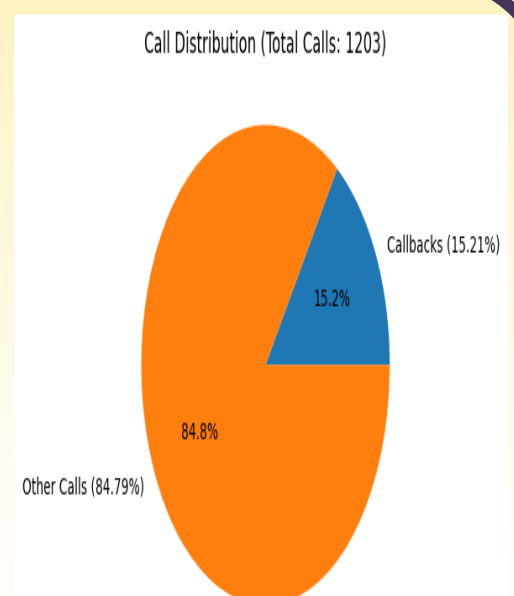
Kim's role has changed significantly since the early days when she only took blood samples. Today, her responsibilities are much broader. She checks and sends laboratory samples, manages the practice's stock and drug ordering, and carries out chronic disease reviews – work that was previously completed solely by nurses. She also supports Dr Thomas during the minor operations clinic and carries out a range of important administrative work behind the scenes that patients may not see but which helps keep the practice running smoothly.

Call back feature

As you will be aware, we have launched our new **call back feature** when contacting the Practice. This allows you to request a call back from our Admin Team when it is your turn in the queue, rather than waiting on the phone.

This service is designed to make contacting the Practice more convenient and reduce waiting times for patients.

To put into perspective, between 23/2/26—27/2/26, we received a total 1203 calls, 183 choose the call back option which allowed them to continue with what they were doing until it was their turn in the queue.



Did you know...

Right Care, Right Place



NHS inform

- Check your symptoms
- Find local services and opening times
- Health advice to help you stay well



NHS 24 Online App

A handy app to help you check your symptoms and find your nearest service



Pharmacist

- Coughs, colds, and sore throats
- Aches, pains and UTIs
- Diarrhoea or constipation
- Help if you run out of your repeat prescription



Mental Wellbeing

- Help for mental wellbeing: nhsinform.scot/mind-to-mind
- Breathing Space: 0800 83 85 87
- For urgent mental healthcare call NHS 24 on 111



Optometrist

- Red and/or sticky eye
- Blurred or reduced vision
- Flashes and floaters



Dentist

- Injury to mouth or teeth
- Swelling in mouth
- Toothache and general dental advice



GP Practice

A range of clinicians, including doctors and nurses, to help you with both physical and mental health issues



Minor Injuries Unit

- Cuts and minor burns
- Sprains and strains
- Suspected broken bones and fractures



NHS 24

When your GP and pharmacy are closed, and you are too ill to wait call NHS 24 on 111



999 or A&E

For emergencies including:

- Suspected heart attack or stroke
- Severe breathing difficulties
- Severe bleeding

If you think you need to attend A&E, but it is not life or limb threatening call NHS 24 on 111

To check your symptoms visit: nhsinform.scot