

## Welcome

Welcome to the latest edition of our Practice newsletter. On 27 August, we celebrated the first anniversary of being in the new Inverurie Health and Care Hub, and were officially opened by the First Minister on 7 October 2019.

For many years, we have been the largest single GP Practice in Scotland with a patient population in excess of 24,000 over Inverurie, Kintore and Rhynie sites.

There is a perception that the Practice has moved into the whole building, and recent media coverage indicated that we had 38 consulting rooms, giving us twice as many as we had in the old Health Centre. This is not the case – the Practice takes up one third of the Inverurie Health and Care Hub. We have increased by two consulting rooms and two additional treatment rooms.

The Practice moved into our new premises with 16 GP Partners and as of 29 November 2019 this will have dropped to 14. The GP Partners employ seven salaried GPs across all three of our sites, working a variety of hours from one day a week to 28 hours per week. Despite advertising, no applications were received and therefore we are unable to recruit a new GP Partner at this time.

Inverurie Medical Group is the business name for the GP Partners, who are Independent Contractors. This means that the Partners are responsible for employing and paying all the Practice staff which includes salaried GPs, Paramedic Practitioners, all nurses and administrative staff, as well as all normal expenditure associated with running a business. The NHS does not supply our medical equipment or consumables.

Over the last two years, several Practices in the City and Shire have folded, meaning patients were left without a Medical Practice, and were allocated a new Practice as near as possible. While we are not in a situation like this currently, we will be unable to sustain the loss of further GPs.

It is becoming more and more difficult to satisfy the increasing patient demand, and we would like to work with you to deliver a safe and efficient health care service for all our patients. We are sure you are as keen as we are to safeguard GP services in Inverurie, Kintore and Rhynie. Throughout this newsletter, we will give you information on the steps we have taken so far to improve our service.

### STAFF DIGNITY

Unfortunately our staff are suffering increasing episodes of verbal abuse and unacceptable behaviour from patients and relatives. Our staff are carrying out protocols on behalf of the Practice and if there is an issue you wish to raise, please ask to speak to a Supervisor, who will try to help you. If necessary, your problem may be escalated to a Manager.

We do appreciate that attending the doctor can be a stressful experience, however we do operate a Zero Tolerance Policy and will not tolerate unacceptable behaviour towards any member of staff. Anyone who receives a Zero Tolerance letter will be warned that if their behaviour continues, they may be removed from the Practice list. Please remember, we are all working hard to provide safe and efficient care for our patients. With a little help from you, our patients, we can work together to provide a more efficient service.



### ONLINE SERVICES

Did you know you can book appointments and order repeat medication via our online services?

To register for Patient Services, simply download a form from our Practice website, or pick one up from the surgery. Once completed, we require a proof of identification for each patient. Children under 16 can use a family or parent's e-mail address, however on reaching 16 we will ask that they have their own email address.

For any queries or further information please see our website or speak to the receptionist.

Please note, patients need to be fully registered with the Practice to access this service.



## WHAT HAVE WE DONE?

- Provided book on the day appointments to offer our patient access to a Health Centre Professional on the day.
- Created an online appointment booking system and online service for repeat prescription orders.
- Employed Paramedic Practitioners and an Advanced Nurse Practitioner to help with our patients health care needs.
- As a training Practice, we are providing training for medical students, GP Registrars and Paramedics.
- Due to increasing demand, we are currently looking at our appointment system.
- We provide in-house Orthopaedic and Dermatology services which are outwith normal General Practice services. Patients need to see their own GP to be referred into the services if appropriate. The appointments are managed by the clinic administrator.
- We employ a large clinical staff other than the GPs – primary care technicians, treatment room nurses, chronic disease nurses (asthma, cardiac, diabetic, epilepsy, COPD, hypertension) to look after our patients needs.
- We are working in partnership with the Patient Participation Group. For more information, see our Practice website : [www.inveruriemedicalgroup.scot.nhs.uk](http://www.inveruriemedicalgroup.scot.nhs.uk)

## WHAT CAN YOU DO?

- Do you actually need to see a GP? Can another member of our multi disciplinary team help you?
- Consider using our Practice website, NHS Choices, Breathing Space, Moodjuice, [www.whenshouldiworry.com](http://www.whenshouldiworry.com), or speaking to your local pharmacist. Pharmacists have been trained to deal with minor illnesses such as urinary tract infections.
- If you have an eye problem, an optician is the best first point of contact as they have emergency appointments available every day.
- Similarly, if you have a dental or mouth problem, please see your dentist. GPs are not specifically trained in oral health.
- For smoking cessation services, please see your local pharmacist.
- If you have urinary symptoms, please remember to bring a urine sample to your appointment. Containers are available from the reception desk.
- If you do need to be seen, consider using the online booking system. A selection of appointments are available to book every day. Have you signed up for online services – see our website for more information.
- When you call for an appointment, the receptionist will ask some information about your symptoms to ensure you see the most appropriate health care professional. Please be reassured that all members of staff are bound by patient confidentiality.
- Please attend for your appointment on time. If you are late, you will not be seen unless at the clinician's discretion.
- As GPs, whilst we endeavour to run to time, we may run late due to the unpredictability of emergency situations and patients presenting with health issues that may require longer than ten minutes to deal with. We ask you to be patient – we don't like running late either!
- All GP appointments are booked at ten minute intervals. In order for our doctors to deal appropriately with your problem, and keep their clinics running to time, we ask that patients limit their ten minute appointment to one problem.
- If you are not able to attend for your appointment, please let the Practice know as soon as possible. You can cancel your appointment online. Cancellations can always be filled, even at short notice.
- Home visits are generally for the housebound or terminally ill patients. Age alone or lack of transport are not reasons to request a home visit. For the time it takes to see one patient at home, we can see up to five patients in the surgery. If you need a home visit, please phone before 10am to allow us to assess your request and allocate your call to the visiting doctors or paramedic practitioners if appropriate.
- See the section on transport options for further information on transport available to patients travelling to the Inverurie Health and Care Hub.

Why not check out our Practice website : [www.inveruriemedicalgroup.scot.nhs.uk](http://www.inveruriemedicalgroup.scot.nhs.uk)

## WHAT CAN YOU DO continued ...

- Do not expect to receive your sick line on the day you request it. Sick lines will not be issued for a period of less than seven days as this can be self-certified. Hospitals can also provide sick lines.
- If a specialist within the hospital requests an investigation, please refer directly to the hospital for the result.
- If you have been referred by your GP to a hospital and want guidance on waiting times, information is available by checking the NHS Grampian website [www.nhsgrampian.org/waitingtimes](http://www.nhsgrampian.org/waitingtimes)
- If the hospital request a prescription for us on your behalf, please allow us three working days for this request to be processed.
- If you would like a family member to receive your results or discuss a medical condition on your behalf, we must have a signed third party consent form from yourself. Forms are available to collect from the reception desk.
- If you have private healthcare insurance and require a private referral, it is up to the patient to find out the costs involved. The Practice cannot do this on your behalf.

## TRANSPORT OPTIONS

Some options you may wish to consider for transport are :

- Dial-a-bus, a free bus service bookable 24 hours in advance. Telephone 01467 636 333 to book.
- The Inverurie Circular bus – service 22 – stops outside the Inverurie Health & Care Hub regularly throughout the day. Check the Stagecoach Bus website for timetable details.
- You may be eligible for a taxi card – please check the Aberdeenshire Council website or call 0345 608 1208.



## FLU CLINICS

We are in the midst of the flu vaccination season. Patients who will be aged 65 or over on 31 March 2020, and those aged under 65 in an “at risk” group, should make an appointment for their flu vaccination. Our flu clinics run until 29 November.

The new GP Contract, which was introduced by the Scottish Government in April 2018, has implemented some changes in how vaccination services are to be administered. The first change has taken place this year to the flu vaccination services for patients aged under five. The Clinics are no longer being carried out by the Practice, the service is now being run and managed by the local Health and Social Care Partnership, vaccinations being administered by the Family Health Team.

The next step for the vaccination services plan is for all adult flu vaccinations to be administered at central vaccination points within the community, not in your GP Practice. This is planned to start in 2020, and will also be managed by the Health and Social Care Partnership. This means that flu vaccinations will no longer be available at your GP Practice. At the present moment, we do not have any information as to how this is to be implemented but information will be available as we get it.

## POWER OF ATTORNEY

Many people are putting Power of Attorney in place from a young age. Not all Powers of Attorney allow relatives/friends to access information without an incapacity certificate being in place.

In order to ensure that we do not breach patient confidentiality, we will require a copy of the Power of Attorney and either an incapacity certificate or a third party form signed by the patient. An information leaflet is available on our Practice website and to collect from reception.

### Inverurie Medical Group

Inverurie Health and Care Hub

Upperboat Road

Inverurie

AB51 3UL

Tel : 0345 337 9911

## STAFF UPDATE

We have had several changes since our last newsletter :

### GPs :

- Dr Laura Myles left the Practice after being a GP Partner at Inverurie for over 10 years.
- Dr Fiona Baxter left her role as GP Partner at Inverurie to move to a more rural Practice. Dr Baxter has recently joined the Practice, working from Rhynie on Mondays as a Salaried GP.
- Dr Fiona Marr passed all her GP exams and is now working with the Practice as a salaried GP.
- Dr Snigdha Banik also successfully passed all her GP exams and is now working with the Practice as a salaried GP. She is currently on maternity leave and we are all hoping she is enjoying her lovely new baby. Dr Scott Houston is covering her maternity leave.
- Dr Gunita Lauva is back with the Practice as GPST3 until August 2020.

### PRACTICE NURSING STAFF :

- Carol Yildirim has joined the Practice, working in the Treatment Rooms
- Heather Stephen, Advanced Nurse Practitioner, joined the Practice in June 2019.

### ADMIN STAFF :

- We have several new members of staff in our Reception Team – Kelly Crook, Lorna Downie, Melissa Fisher, Lorraine Grant, Julia Hay, Jackie Lawrence and Caroline Mackland.
- Sally Barrack and Margi Shand have joined our Data and Secretarial Team.

## PLT (PROTECTED LEARNING TIME)

Patients may be aware that the Practice is closed for Protected Learning Time throughout the year. This is an opportunity for the Practice Team to take part in team events and learning opportunities. PLT sessions are felt to be a great benefit to the Practice and are supported by NHS Grampian. Dates for PLT are available on the Practice website. Inverurie Surgery closes at 1.30pm on PLT days, Kintore and Rhynie close at 1.00pm. While the Practice is closed, patients in need or urgent advice or those who need to see a Doctor should contact NHS 24 out of hours service by calling 111.

## DID YOU KNOW .....

We have patient self-check in machines in Inverurie and Kintore surgeries. Enter your date of birth to check yourself in for your appointment to save queuing at the reception desk.

## FESTIVE SEASON OPENING HOURS

The Practice will be closed for the following days over the festive period :

- Wednesday 25 December
- Thursday 26 December
- Wednesday 1 January
- Thursday 2 January



Could we ask all patients who require regular medication to make sure you order in plenty of time to have enough medication for over the festive period.

The GPs, Practice Management and Staff wish all our patients a very Merry Christmas and a happy and healthy 2020.

## ARE YOUR DETAILS UP TO DATE?

It is important that we have your correct contact details. You can change your contact details via our Practice website, if you are registered for Patient Online Services, or slips are available from the reception desk.

## PATIENT PARTICIPATION GROUP

Any patients interested in joining our Doctor Patient Participation Group should complete a slip at reception and we will contact you before the next meeting. The Group is run by Dr Smith and has quarterly evening meetings at Inverurie Health Centre.

