

HOME VISITS ...

If you feel you require a home visit, please contact 0345 337 9911 before 10am. The doctor will return your call to discuss your request. Please remember, the doctor can see five patients in the surgery in the time it takes to see one patient at home. The doctor will only have limited equipment and it is often difficult to perform a full assessment of your condition at home.

RESULTS

We ask everyone to phone for their test results. Call 0345 337 9911 between **11.00am – 5.00pm** and press option **3**. Please note, results cannot be given to patients outwith these times.

NEW BUILDING UPDATE

Progress is moving at a pace and the new building is looking well on target for opening in summer 2018. All the staff are really looking forward to moving to the new facility.

MISSED APPOINTMENTS

Patients missing appointments is an on-going problem. If you are not going to be able to attend, please let us know as soon as you can. Appointments can be cancelled by telephone or via our website. We are able to offer a cancelled appointment to other patients, often at short notice.

Welcome

Welcome to issue 5 of our Practice Newsletter and a Happy New Year! 2017 was a really busy year for the Practice with lots of changes. 2018 is already looking like it is going to be an exciting year, with lots of challenges ahead.

We are working towards offering online appointment booking for GP appointments. We are also merging with Rhynie Practice, and moving to our new building during the summer. Exciting times!

IN AN EMERGENCY ..

If you feel your call is an emergency dial **0345 337 9911** and press **1** when prompted. Explain the urgency of your call to the receptionist.



STAFF UPDATE

Dr Lauva, our GPST1, is leaving us in early February to continue her training in ARI. Dr Uma Abelega will be joining us as our new GPST1, in addition to Dr Snigdha Banik, GPST3.

Two new reception staff have joined the Team – Marie Robertson and Jackie McDiarmid.

Teresa Couch has moved from our Data Team to her new role as Trainee Assistant Practice Manager in January.

RHYNIE PRACTICE

We would like to inform you about a new development which will take place with effect from 1 April 2018.

With national and local difficulties in GP recruitment, challenging situations have arisen for many Practices and therefore NHS Grampian and Aberdeenshire Health and Care Partnership have taken a proactive step to secure continued provision of health care services for the patients registered with Rhynie Medical Practice. A tender process has taken place over the past few months and we are pleased to inform you that Inverurie Medical Group has been chosen as the preferred provider of medical services for the patients of Rhynie. This means that the doctors and staff who work at Rhynie Medical Practice, and are currently employed by NHS Grampian and Aberdeen Health and Social Care Partnership, will be employed by Inverurie Medical Group from 1 April 2018.

WHAT DOES THIS MEAN FOR THE SERVICES IN INVERURIE AND KINTORE?

- The service currently provided by Inverurie Medical Group will **not** be diminished in any way.
- Rhynie Practice is **not** closing and will operate from their current premises, therefore there will be no increased demand on the Inverurie and Kintore health centres.

If you have any concerns, please contact the Practice by accessing our website – www.inveruriemedicalpractice.scot.nhs.uk – and using our online comment form, or by telephoning 0345 337 9911 and we will get back to you.

NEW APPOINTMENT SYSTEM

We implemented a huge change to our appointment system in April this year which has been met with positive feedback from patients. We offer same day appointments every morning between 8.30am and 12.30pm – these appointments are open for booking every morning from 8am.

In order for our receptionists to direct your appointment to the most appropriate healthcare professional, they will ask for a brief indication of the problem when booking your appointment.

It is not possible to request a specific Doctor for a same day appointment, however if you require to see a male or female GP, we will do our best to fulfil your request.

Between 12.30pm and 6.00pm our Duty Doctor Team are available to triage calls, offering appointments or advice as necessary.

Should you require an appointment to see a specific GP, we will offer you our next available routine appointment which are in our afternoon surgeries.

For more information, see the appointments section on our Practice website - www.inveruriemedicalpractice.scot.nhs.uk

APPOINTMENTS

Can we remind patients that we offer one appointment per patient. Please refrain from asking the GP to see another family member within your consultation. Please book a separate appointment.

PNEUMOVAC

We have managed to secure a supply of vaccinations and are in the process of setting up clinics. Patients who are eligible for the vaccination will be contacted and offered an appointment.

ONLINE APPOINTMENT BOOKING

We are delighted to announce that our online appointment booking service will be up and running in the next few weeks. This should be available to all online services users very soon.

We will be offering online appointment booking for routine appointments with the GP of your choice, and also on-the-day appointments with the GPs (morning appointments only).

At present, we have 2056 active users of our online services. The online prescription ordering service is proving very popular, and is very straightforward to use.

To use our online services, patients need to first register for this service. Registration forms can be downloaded from our Practice website or picked up from reception. The completed form should be presented at the surgery along with a form of photo ID. Once the receptionist has verified your identity, your registration will be processed. You will receive instructions on how to access your online account via e-mail.

WINTER BUGS

We know many of our patients already know that most coughs and colds don't need antibiotics but thought we would give everyone a wee reminder. Here is a link to a really good video which you may have already seen on TV - [Antibiotics won't work for Viral Coughs, Colds & 'Flu - YouTube](#)

Did you know that sore throats usually last seven days and colds for ten days? It is not unusual for a cough to last up to three weeks. Your local pharmacy can give you advice and help with relief of symptoms.

There is information available from the Grampian NHS website by clicking on the following link : http://www.nhsgrampian.org/nhsgrampian/gra_display_hospital.jsp?pContentID=9983&p_applic=CCC&p_service=Content.show&

Remember flu vaccinations are still available from the Health Centre for those patients in an "at risk" group. If you aren't eligible, you can go to your local Pharmacy.

Why not check out our Practice website : www.inveruriemedicalgroup.scot.nhs.uk