

## HOME VISITS ...

If you feel you require a home visit, please contact **0345 337 9911 before 10am**. A member of the Duty Team 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 **10.00am – 2.00pm** and press option **4**. Please note, results cannot be given to patients out with these times.

## PRACTICE WEBSITE

We have a new Practice website – why not check it out?

We are still in the process of updating the website so some content will change as the weeks go by.

We hope you will find our new website more user friendly and informative.



## Welcome

Welcome to the latest edition of our Practice newsletter.

We aim to bring our patients a newsletter on a regular basis to keep you up to date with Practice news.

NHS Grampian have been updating all phone lines. Please be aware that when you are called from any NHS premises, the call will be from an **0300** number. This was previously a withheld number.

## HAY FEVER SYMPTOMS?

With the high pollen levels at the moment, many patients are suffering from hay fever.

Contact your local Pharmacy as they can prescribe antihistamines and advice on hay fever relief.

## PRACTICE UPDATE

All patients will be aware that the Partners had made the very difficult decision to hand back their GP contract to NHS Grampian earlier this year. However, following a lot of investigating into new models of care and ways of working over the last few months, we believe we are in a unique position to be able to ensure continuity of care to patients, whilst also developing the Practice to ensure its sustainability.

We plan to further develop our multidisciplinary team and improve our internal working practices to ensure continued and sustainable excellent care to our patients. GP recruitment is still challenging, however we believe that making the changes we are planning will enable us to continue to deliver high quality care to our patients well into the future.

This is an unprecedented time for the Practice and we are excited to take forward the changes in a planned and controlled manner, enabling us to continue to provide a service whilst moving forward with our new Practice model.

Here is the link to our Practice recruitment video :

[Inverurie Medical Group Recruitment Video](#)

## STAFF UPDATE

We have had a change in our GP Trainees in February. Dr John Ajisafe has moved to his GPST2 post in Aberdeen, however will return to the Practice as a GPST3 in 2024. Dr Ayobami Dikwal started her GPST1 post with us, and will be moving into her GPST2 post in August.

We have three new reception staff – Andrea Campbell, Meghan Bruce and Louise O'Brien. All are based in our Inverurie Surgery.

There are also some changes in our GP Partners – Dr Gordon retired at the end of March after over 20 years with the Practice. Dr Finlayson left Practice at the end of March. Dr Barker will be leaving us in early September. We will miss them all and wish them all the best for the future.

Dr Maltin has returned from maternity leave and Dr Whitelaw has just started her maternity leave.

## APPOINTMENT SYSTEM UPDATE

As we move out of the pandemic we have been working hard in the background to implement a new appointment system. eConsult and Near Me video consultations worked really well during the pandemic as a way for us to offer a service to our patients.

eConsult is no longer being used for general use, however this is still available for medication reviews.

We have made a big change and moved back to offering routine face to face and call back appointments with our GPs, which can be made up to a week in advance. When capacity is reached for the day, we will be asking patients to call back next day when more appointments are released for the next week.

We have a Duty Team each day of GPs, Practice Paramedics and our Advanced Nurse Practitioners. The Team deal with any issues which require assistance on the day and can't wait for the next routine appointment.

**We are planning on introducing SMS text messaging to send appointment reminders, recall letters, test results and information to patients very soon. Make sure we have your up to date mobile number – please let us know it next time you call.**

## PHARMACY TEAM

We have a Pharmacy Team based in the Practice which consists of admin staff, pharmacy technicians and pharmacists. Usually a member of the admin team will take your call and either a technician or pharmacist will call you back depending on the nature of your query.

The Team is available to deal with all sorts of medication queries including repeat or acute medication issues, outpatient hospital letters or hospital discharges. Select **Option 5** to speak to the Pharmacy Team.

## MEDICAL STUDENTS

As a Training Practice, we are pleased to be able to accommodate medical students on placement in the Practice. We have 4<sup>th</sup> year students in Rhynie surgery, and 5<sup>th</sup> year students in Inverurie. The students attend the Practice in seven week blocks during which time they work with various members of the Practice team, as well as seeing patients with GP cover.

## NEW GP IT SYSTEM

The re-procurement, renewal and modernisation of existing GP clinical systems in Scotland to the next generation of centrally hosted systems is called GP IT re-provisioning. The aim of GP IT re-provisioning is to provide modern, secure GP IT systems which will support evolving models of care. We will be moving to our new IT system later in the year. There will be more information available regarding this as we get it.

## DO YOU KNOW WHO TO TURN TO .....

... for coughs, colds, constipation, aches and pains? Drop into your local pharmacy any time to get expert advice or information on healthcare, as well as help with your medication.

Pharmacists can help with clinical advice and over the counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

## ACKNOWLEDGEMENT

We would like to say a sincere thank you to Nicki Edmond who recently made a donation to the Practice in memory of her mum, Mrs Margaret Milne, which was collected at Mrs Milne's funeral.

Pictured receiving the donation from Nicki Edmond is Louise Glennie, Practice Paramedic, and Dr Karen Barker, GP Partner.



## BEFORE MAKING AN APPOINTMENT .....

Before contacting the Practice please consider :

Could you safely manage your condition with the self-care advice from

- NHS Inform
- Could you speak to your local pharmacist for advice/treatment?
- Your local optometrist is the best person to help with eye problems

Check NHS Grampian "Know Who Turn To" to decide who can best help you :

[www.know-who-to-turn-to.com](http://www.know-who-to-turn-to.com)

Why not take a look at our Practice website : [www.inveruriemedicalgroup.scot.nhs.uk](http://www.inveruriemedicalgroup.scot.nhs.uk)