**Practice Name Change**

As can be seen at the top of the page, the practice is changing its name as of 1 April to Arbroath Medical Practice LLP.

This will not affect the care we give our patients.

There is also a new Facebook page – Arbroath Medical Practice LLP

### Advanced Nurse Practitioners (ANPs)

Our ANPs have extensive experience and work closely with the GPs. They can diagnose, treat, prescribe and make referrals.

We have a very experienced and caring team of ANPs consisting of Sam, Lyndsay, Jennifer, Wendy and Elaine, who work closely with and are supported by the GP’s.

#### **Changes in the Practice**

**For the foreseeable future the practice will have three GP partners, Dr Fraser, Dr Robertson and Dr Campos Rio, and our five Advanced Nurse Practitioners, who will be dealing with the near 10,000 patients we have registered with us.**

**Dr Hilde Brink is retiring from the practice as of 31 March 2024, having been with us for approximately 20 years. It has been a pleasure to work with Dr Brink and we wish her all the best in her well deserved retirement.**

**We have been advertising for replacement GPs for nearly 4 years now, without success. We have also engaged a recruitment agency to try and find GPs for us and so far, they have not had success.**

**We have been able to secure locum GPs who work for the practice at various times.**

**With the overall reduction in GPs in the practice, the service provided by the practice will be reviewed continually going forward to ensure we can meet the needs of our patients and to keep our services sustainable.**

**Unfortunately, due to the above, we will no longer be able to accept requests for specific GPs.**

**Other services affected are Private Medicals such as HGV, Firearms Licenses, Holiday Camps and Occupational Health, which we will no longer be completing.**

# Practice News

## Arbroath Medical Practice LLP

Spring 2024

**Appointment Triage System**

We are operating a telephone triage system, which consists of advanced nurse practitioners and GP’s. Please call between **8.00am and 10.00am.** A clinician will review your problem and establish the most appropriate care.

Appointments are allocated based on the clinical need and may be a telephone consultation or a face to face appointment, as requested by the clinician. On the day appointment are mainly reserved for those who are **acutely ill** and need **urgent** medical attention.

Routine appointments will be scheduled for a later date, **usually within 2 to 3 weeks.**

**The triage team rely on information being given to the reception staff to enable timely and appropriate decisions to be made.**

**We are not able to book GP appointments in advance.**

**Home Visit Policy**

Home visits are available for patients if they are unable to attend the practice. Requests must be made before **11.00am**. Our reception staff will ask you some questions to enable the Clinician to prioritise the calls and you may receive a phone call from a clinician to assess further.

We do not offer home visits routinely. This is because it is important to assess you in the **safest environment**. We are able to access your full medical record at the surgery. Improvements in technology mean that we are capable of performing more investigations and initiating more complex treatments at the surgery than at home. This equipment is often not easily portable and may not be safe to use in the home. It is difficult for us to assess you fully in the home and may delay important diagnostic investigations and treatment.

Home visits are time consuming and several patients can be seen in the practice in the time it takes to make one home visit. We therefore ask that patients are considerate of other patients by attending the surgery for appointments.

### Care Navigation

The GP’s have asked our reception team to establish the nature of your call to ensure you receive the most appropriate care. It is important that patients are seen by the **right person** at the **right time**. It may be more suitable for your query to be addressed by the Chemist, Optician, Dentist or Physiotherapy who have **expertise** in their field and have appropriate equipment to assess your needs.

**Going straight to the most appropriate care provider can help speed up your care and treatment.**

### First Contact Physio

This is a service which our reception team may advise you attend if you have a muskoskeletal issue (sore back, leg, etc).

This is a specialised service which can assess your condition, organise x-rays and make referrals to the most appropriate place, such as orthopaedics.

Please note this service is for those aged 16 and over.

Our reception team can organise this for you over the phone and you will normally have a telephone consultation with First Contact Physio within 7 days.

**Pharmacy First**

Pharmacy first is an NHS service provided by your local pharmacy. If you have a minor illness a pharmacy is the first place that you should go to for advice. The pharmacy can give you advice or medication if they think you need it for the issues listed.

* Dyspepsia and Gastro-oesophageal reflux
* Gripes/Colic/Wind Pain
* Irritable Bowel Syndrome
* Acute Diarrhoea/Constipation
* Haemorrhoids
* Allergies
* Cough
* Nasal Congestion and Nasal Allergy
* Travel Sickness
* Analgesics
* Migraines and associated Symptoms
* Musculoskeletal and Joint pain
* Vaginal Candidiasis (Thrush)
* Fungal Skin Infections (not nail)
* Warts and Verrucaes
* Cold Sores
* Threadworm
* Headlice
* Scabies/Pubic (Crab) Lice
* Impetigo (skin infection)
* Cystitis
* Inflammation of eye/Infected Eye
* Oral thrush
* Eczema
* Acne
* Scalp Disorders
* Boils
* Nappy Rash
* Dressings
* UTI’s - Females only

**The Enhanced Community Support (ECS) Mental Health and Wellbeing Hub**

This is a new screening hub to manage referrals for adult patients who need additional support or specialist care and treatment for their mental health and wellbeing, self-harm and/or substance use.

The Hub also accept referrals for 11-16 year olds for the Young People’s Peer Support Worker, this service is aimed at young people with less complex mental health and well-being challenges.

You can self-refer into this service using the self-referral form on our website.

[Mental Health and Wellbeing Self Referral and Information](https://www.arbroathmedicalcentre.co.uk/clinics-and-services/enhanced-community-support-ecs-mental-health-and-wellbeing-hub/)

**Results**

Please allow **7 working days** before calling for blood, urine and swab test results.

X-ray results, MRI Scans, CT Scans and other test carried out at a hospital will take longer to be reported to the surgery and reviewed by the GP. Specific times are dependant on each department.

The results will only come back to the Practice if we have requested these.

If the tests have been requested by a clinician at the hospital, they will automatically go back the referring clinician. Please contact your secondary care clinician for your results in this instance.

**The Practice will not contact you if your results are satisfactory and no further action is required.**

Please call the Surgery **after 2pm**, Monday to Friday, for results.

**Prescriptions**

The practice would like to remind patients that prescriptions can only be ordered over the telephone by **housebound** patients. We have Patient Facing Services which allows the online ordering of prescriptions and this system is **safer** as it allows you to choose the exact prescription from your list and this pre-populates in to your record at the practice.

Please contact the Practice to sign up for this service.

**CMS/Serial Prescribing**

To try and reduce the daily workload for the few GPs, we are moving all appropriate patients with repeat medications to this service.

This prescription is for medicine(s) needed to treat a long-term condition. It looks like a normal prescription but allows you to get your medicine(s) without the need to re-order. The medications are then reviewed each year by your doctor.

Your medicine will be supplied from your usual chemist every 8 weeks and you can let your pharmacist know if you need to collect items earlier than normal or if you will need more than usual (e.g. if you are going on holiday).

**Please note that items prescribed to you which are not on serial prescriptions will still need to be ordered from the GP practice via the usual medication ordering procedures.**

**Medicine Sick Day Rules**

Taking certain medicines when you are dehydrated can result in you developing a more serious illness.

If you have fevers, shakes, or sweats, vomiting or diarrhoea (unless only minor), then you should **STOP** taking any of the tablets listed below **UNTIL** you feel well again and have been eating and drinking normally for 24 hours.

If symptoms persist for more than 48 hours, please contact the practice, your pharmacist or call NHS 24 (111).

This relates to the medicines below;

**ACE inhibitors**: medicines with names ending in ‘pril’ such as Lisinopril, Perindopril, Ramipril

**ARBs**: medicines with names ending in ‘sartan’ such as Lorastran, Candesartan, Valsartan

**Diuretics**: sometimes called ‘water pills’ for excess fluid and high blood pressure. Examples are Furosemide, Bendroflumethiazide, Bumetanide

**Metformin** and Diabetes medicines with names ending in ‘ide’ eg Semaglutide, and ‘flozin’.

**NSAIDs**: anti-inflammatory pain killers like Ibuprofen, Naproxen and Diclofencac

Your pharmacist can tell you whether your medicine is covered by the sick day rules. You may also find it on the right hand side of your prescription.

It is very important that you restart your medicine once you have recovered from the illness. This would normally be after 24 to 48 hours of eating and drinking normally. When you restart your medicine, just take them as normal. DO NOT take extra for the doses you have missed.

**Dates for your diary**

**Public Holidays**

Monday 1 April 2024 Monday 7 October 2024

Monday 8 April 2024 Wednesday 25 December 2024

Monday 6 May 2024 Thursday 26 December 2024

Monday 27 May 2024 Wednesday 1 January 2024

Monday 22 July 2024 Thursday 2 January 2025

**Protected Learning Time/Staff Training**

The practice is closed 1pm – 6pm. If feel you have an URGENT issue, telephone the practice and they will signpost you accordingly and if necessary will refer you to the Out of Hours team, who will contact you to deal with your concern.

Wednesday 5 June 2024

Wednesday 4 September 2024

Wednesday 27 November 2024

Our Valued Patients

At Arbroath Medical Practice, we are committed to providing the best possible care for our patients. All of our dedicated and highly skilled staff work tirelessly to ensure your health and well-being. We believe that a caring and respectful environment is essential to this process.

We would like to remind our patients about the importance of kindness and respect when interacting with our staff. They are here to help you and your positive interactions with them make a significant difference in their ability to provide the best care they can.

Your support in fostering a culture of kindness and respect within our GP practice is greatly appreciated. Together, we can ensure that everyone receives the care they deserve and that our staff can work in a safe, supported and respectful environment.

Our practice operates a **zero-tolerance** policy for any form of verbal or physical abuse, threats, or harassment towards our staff. This policy is in place to ensure the safety and well-being of our team and to maintain a harmonious and respectful atmosphere for everyone.

Thank you for being a valued patients. We look forward to providing you with the high-quality healthcare you deserve and we appreciate your cooperation in maintaining a respectful and caring atmosphere.

**For services and the latest practice news, let us know your email address and we will add you to our mailing list or visit the practice website.**

**Appointments and queries**

**01241 431144**

**Prescription enquiries**

**01241 874616**

**2.00pm to 4.00pm**

**Email: TAY.gp10182clinical@nhs.scot**

**Website: www.arbroathmedicalcentre.co.uk**

[www.arbroathmedicalcentre.co.uk](http://www.arbroathmedicalcentre.co.uk)

You can also follow us on Facebook.

**Have you Moved?**

Please ensure that you inform the practice if you move address or changed your contact number or email address.

If you have moved out with our area, the Health Board will ask you to register with a practice closer to where you live.

It is also vital to have up to date information for our patients in order that we are able to contact you in an emergency, and also for central screening services e.g. bowel screening and cervical screening, in order that you are offered these services if eligible.

###### **Contact Details**

Arbroath Medical Centre, 7 Hill Place, Arbroath, DD11 1AD

Tel: 01241 431144

Email: Tay.arbroathmcprescriptions@nhs.scot