

GP SERVICES UPDATE LEAFLET

THIS LEAFLET PROVIDES INFORMATION ABOUT HOW SERVICES AT THE HEALTH CENTRE HAVE CHANGED AND WILL WORK FOLLOWING THE EASING OF COVID RESTRICTIONS.

SOME CHANGES WHICH HAD BEEN INTRODUCED DUE TO COVID WILL STAY IN PLACE FOR THE CONTINUED SAFETY AND REDUCTION OF RISK TO BOTH PATIENTS AND STAFF. MANY OF THESE CHANGES, (THOUGH DIFFERENT), DO OFFER PATIENTS A BETTER SERVICE WITH THEM BEING TELEPHONED AND SEEN BY A MEDICAL PROFESSIONAL SOONER THAN BOOKING ROUTINE APPOINTMENTS AND WILL BECOME THE NEW NORMAL IN MANY GP SURGERIES. THESE CHANGES ARE IN KEEPING WITH GUIDANCE RECEIVED FROM NHS GRAMPIAN REGARDING GP SERVICES

WE APPRECIATE YOUR UNDERSTANDING AND CONTINUE COOPERATION WITH THIS

Telephone Numbers, website, email address:

- **Main switchboard: 01466 792116**
- **Prescription Line: 01466 765000**
- **Appointments Line: 01466 765001**
- **Practice Nurse Clinic Chronic Disease appointments: 01466 765043 (this line is manned Tuesday, Wednesday & Thursday voicemail messages can be left on this answering machine)**
- **Well Woman Clinic & Minor Surgery appointments line: 01466 765040 (Coils/Implants/Rings/minor surgery procedures, voice mails can be left on this number)**
- **Email address: gram.bydandclinical@nhs.scot**
- **Website address: bydandmedicalgroup.gp.scot**

Please refer to the Practice Website for regular updates regarding the Practice.

ACCESSING ROUTINE GP APPOINTMENTS

Telephone triage will continue.

Patients will be seen face to face, but **must** initially be triaged via the telephone advice line before an appointment will be allocated if required/appropriate by the clinician that you speak to.

Patients requesting a GP appointment should follow the below steps:

- Telephone the Health Centre on 01466 7921 16 at the designated telephone triage times:
 - 8.30am – 9.00am
 - 1.45pm – 2.15pm

(These times are for both urgent on the day issues and routine ongoing ailments as you need to speak to a clinician before a face to face appointment can be allocated)
- You will be added to the telephone triage list by the reception team.

They will ask for a brief description of why you are calling.

(At this point you may be offered alternative options of other Health Services available which can assist you i.e

 - ***speaking to the prescription team if felt they can assist with medication queries***
 - ***Redirect you to the local pharmacy to access services offered by the Pharmacy first service if appropriate (please visit the practice website for a full list of what services are offered at the pharmacy)***
 - ***First Contact Physiotherapist – This will initially be a call back from the physiotherapist who will then arrange a face to face appointment with them if required. They are at the Practice on Tuesdays and Fridays so the reception team may offer to add you to call their list a day or so after you call in)***

This is the first step in the triage process and assists the clinical team with prioritising the order patients should be contacted.

You may be asked to email in photos if it is thought this would be helpful to the clinician and if you are able to do so. For example rashes, lumps, skin conditions (if you are unable to send in photographs that is ok)

If you would rather not disclose the reason you are calling, do not wish to accept any of the alternative services offered to you, or do not wish to provide photographs please advise the reception team of this and they will add you to the telephone triage list.

Please Note :- The reception team are asking these questions and offering these services to you following the GP's guidance as a way to assist you and potentially reduce your wait time but still ensuring that you receive the most appropriate treatment. Your co-operation and understanding of why the reception team ask questions and offer alternative Health Care routes is much appreciated.

- You will be called back by a clinician, this will either be a GP, Advanced Nurse Practitioner, GP Trainee, or Foundation Year level 2 GP (who are qualified Doctors, but in their final years of training and on placement at the Practice).

Your call back will be by someone with the necessary medical knowledge to assist with your medical need, based on the information you gave the reception team when asked at the beginning of the triage process.

Therefore the more information you feel comfortable to give, the more helpful we can be to ensure your call back is by the most appropriate clinician

- Your medical issue will either be dealt with over the telephone or an appointment arranged for you to be seen.

You may be offered an appointment for that day, in the next few days or in the next week or so dependent on what the Clinician feels most appropriate.

- The GP's offer coil, implant and ring changes. You will be sent appointments by our administration team for these. If you have any queries regarding this please call 01466 765040 or 01466 792116 and you will be transferred to the appropriate receptionist to assist you. If you cannot attend your appointment please contact the Health Centre to cancel this appointment so that it can be offered to someone else.
- Minor Surgery Clinics will be restarting at the Practice from mid June. You will be sent an appointment for this by our administration team for this. If you cannot attend your appointment or no longer require your minor surgery appointment please contact the Health Centre on 01466 765040 to cancel your appointment and we will arrange an alternative appointment for you or remove your name from the waiting list.

ACCESSING A GP IN URGENT / EMERGENCY CIRCUMSTANCES

IF YOU HAVE AN URGENT MEDICAL MATTER WHICH CANNOT WAIT UNTIL THE TELEPHONE ADVICE TIMES PLEASE CALL THE HEALTH CENTRE ON 01466 792116 AT ANYTIME AND YOU WILL BE PASSED TO THE DUTY DOCTOR

Practice Nurse / Health Care Assistant appointments

Our Practice Nursing team services are almost fully up and running again. Some of these may be done via telephone consultation if appropriate to continue to keep the footfall at the Practice low and help reduce risk. It will also assist with catching up on overdue reviews which have been created due to services being suspended due to covid.

The services that are being offered are:

- Blood tests requested by the GP's
- Repeat blood tests from previous results
- Routine blood tests
- Chronic disease management blood tests and reviews
- Blood Pressure checks / follow ups as requested by GP
- Injections and bloods
- ECG's
- Cervical smear screening (patients will receive recall letter from Health Board re when appointment due)
- DMARD Blood monitoring
- Warfarin monitoring
- Pill checks (via telephone consultation)
- Telephone reviews
- Vitamin B12 injections
- BP checks for HRT review
- Shingles Vaccines
- Weight checks

PROCEDURE FOR WHEN PATIENTS ATTEND THE HEATH CENTRE

- Although masks are no longer mandatory we would ask that where possible you continue to wear a face mask/covering when attending the Health Centre following advice from infection prevention and control.
- Social distancing signage etc has been removed but we ask that you are mindful of others and respect their personal space and where possible do not crowd others.
- The automatic doors are now open. The intercom system is still in place and will be used at times. We ask that patients wait at the 'stop' sign on the floor until the receptionist indicates she is ready rather than patients standing right at the front desk.
- We ask that you continue to sanitise your hands from one of the dispensers as you enter and leave the building
- Please attend the surgery as close to your appointment time as possible.
- The box at the front door for Repeat Prescription Requests will continue to be situated here

Services offered by the Practice:

- Ultrasound Scanning is still being carried out every Friday.
- Referrals to secondary care urgent and routine are still continuing to be typed and sent as and when done by the GP's.
- Medical reports, Insurance reports and shot gun licence forms completed as required.
- 6 week postnatal checks (telephone review)
- 8 week baby checks
- Sick lines (these can be emailed to patients rather than collected if preferred)
- House Visits for those who are not fit to attend or too unwell to attend the Health Centre
- Prescription requests (via answering machine, handing in prescription request slip or online request system).
- Steroid injections
- Hormone Replacement Therapy checks (the Practice will contact you when these are due)
- Minor surgery clinics restart from Mid June 2022
- Coil, Implant and Ring insertions, removals and changes

HOW TO & WHERE TO ACCESS SERVICES NOT OFFERED AT HEALTH CENTRE

Ear syringing will no longer be carried out at the Practice. **Please visit the local pharmacy for guidance regarding ear drops/ear syringing for ear wax build up.**

Travel vaccines are no longer carried out at the Practice. Patients should contact Duke Street Pharmacy in Huntly on 01466 792141 regarding this.

All childhood and adults immunisations (i.e flu, covid, MMR, pre-school) excluding shingles are no longer done at the Practice and you should contact the Vaccination team on 03301289919

We hope to reintroduce Medical examinations in the near future (e.g HGV, PSV medicals etc), but until this is in place patients should continue to contact Iquarus on 01224 669000 to arrange appointments for this.