

BYDAND MEDICAL GROUP, HUNTLY – UPDATED INFORMATION LEAFLET (DEC 18)

We would like to update our patients on some recent changes in the Practice. This booklet provides the following information:

- Clinical Staff
- Advanced Nurse Practitioners
- Practice Nurses & Health Care Assistant
- On The Day Telephone Service
- Telephone Times for 'On The Day Advice'
- Telephoning for Results
- Why does the Receptionist Need to Ask What's Wrong with Me?
- Extended Hours
- Referrals
- Online Services

An up to date Practice Leaflet can be picked up from the Health Centre or you can access the Practice Website at www.bydandmedicalgroup.co.uk (this site is updated regularly).

TEXT MESSAGES: We provide an appointment text reminder service. If you have not already signed up for this service or have recently updated your mobile number, please advise us of your current mobile number.

At times we use this service to inform patients of changes, new systems, to cancel appointments and as part of our annual flu campaign. We are restricted to the length of our messages so they may be brief but we will endeavour to include as much information as possible.

CURRENT CLINICAL STAFF IN THE PRACTICE

DOCTORS:

DR WATT (MALE GP PARTNER)
DR SILCOCKS (FEMALE GP PARTNER)
DR MCLUCKIE (FEMALE GP PARTNER)
DR REID (FEMALE GP PARTNER)
DR GATENBY (MALE GP PARTNER)
DR ARTHUR (FEMALE GP PARTNER)
DR HERALD (FEMALE – GP)

ADVANCED NURSE PRACTITIONERS:

BRIDGET COUTTS
AUDREY SCOTT

PRACTICE NURSES:

PHYLLIS PATERSON (LEAD PRACTICE NURSE)
JULIE SAYERS
SARAH BENNETT

HEALTH CARE ASSISTANT:

JACKIE REID
JULIE CHRISTIE

WE REGULARLY HAVE LOCUM & FY2 (foundation year 2) DOCTORS IN THE PRACTICE. WE ALSO AT TIMES HAVE GP MEDICAL STUDENTS

ADVANCED NURSE PRACTITIONERS (ANP's)

We have two ANP's who are experienced nurses with the required Advanced Nurse Practitioner training. They can take a patient's history, examine, diagnose, prescribe appropriate treatments, order tests, make referrals and arrange admissions if necessary.

They are employed to work closely with the GP's and Practice team to provide access to on the day appointments / telephone triage for acute illness to alleviate some of the pressure on the GP's routine appointments.

They also assist the GP's with house visits. On some occasions it may be an ANP who attends for a house visit rather than a GP. The GP's are responsible for the allocation of house visits.

When you contact the Health Centre for an Emergency/on the day appointment / urgent advice, you will be asked by the receptionist for a brief description of your symptoms to see if an ANP appointment is appropriate.

Both our ANP's can see patients with the following complaints:

Sore Throats
General illness
Colds & Flu symptoms
Coughs
Ear Ache
Shortness of Breath
Sore Tummy

General Aches & Pains
Sickness/diarrhoea
Headaches
Temperatures
Chest Infections
Urine Infections / Urine Symptoms
Breathing Problems

Migraine
Boils/cysts
Conjunctivitis
Eye infection
Joint pain e.g shoulder, hip
Back Ache

PRACTICE NURSES (PNS)

Phyllis Paterson is our Lead Practice Nurse who has been with the practice for over 20 years. She is a Nurse Independent/ Supplementary Prescriber and is Team Leader for our Nursing Team which consists of Julie Sayers & Sarah Bennett (Practice Nurses) and Jackie Reid & Julie Christie (Health Care Assistants). They are all employed to work closely alongside the GP's.

The Practice Nurses provide the following wide range of services:

Annual Blood Pressure Checks (Phyllis or Julie)	Annual Contraceptive Pill Checks (Phyllis)
Asthma Clinic (Phyllis)	Blood Pressure Checks (Phyllis or Julie)
Blood Tests (Phyllis or Julie)	Breathing Test/Spirometry (Phyllis)
Cervical Smear Tests (Phyllis or Julie)	Chest Clinic (Phyllis)
Contraceptive Injections (Phyllis or Julie)	Diabetic Clinic (Phyllis or Julie)
Ear Syringing (Phyllis)	ECG's (Phyllis or Julie)
Epilepsy Clinic (Phyllis)	Flu Vaccines (Phyllis or Julie)
Heart Clinic (Phyllis or Julie)	Heart Failure Clinic (Phyllis)
Peripheral Vascular Disease Clinic (Phyllis)	Shingles Vaccines (Phyllis)
Stroke Clinic (Phyllis or Julie)	Travel Vaccines (Phyllis)
Wart Clinic (Phyllis)	
Injectons/Immunisations (this does not include childhood immunisations)	

The Health Care Assistant provides the following services:

Blood Tests	Blood Pressure Screening	Chronic Kidney Disease Clinic
ECG's	Flu Vaccines	Keep Well Clinic
24hr & Home BP Monitor fittings		

ZERO TOLERANCE

Our staff, have the right to be treated with dignity and respect at all times. They should be able to do their jobs without being VERBALLY or PHYSICALLY abused.

You may or may not be aware that we have a Zero Tolerance policy at the Practice. Most people respect this and we thank you for this.

Aggressive, violent and threatening behaviour towards Practice Staff (clinical or administration) will not be tolerated.

All instances of inappropriate verbal or threatening behaviour will be recorded and all GP Partners informed. You may also receive a letter from the GP Partners regarding your behaviour.

Any patient found to repeatedly breach this policy, may have to find alternative medical care.

Individuals behaving violently towards staff will be reported to the police.

PATIENTS REQUIRING TO BE SEEN/SPEAK TO A DOCTOR ON THE DAY

We have requested reception staff to briefly ask the patient why they want to speak to the On-Call Doctor (who is there for emergency work).

This is so we can deal with your call in the most appropriate way, by getting you the care with the **right person** at the **right** time. Many people don't know we have trained members of staff, other than the Doctors, who might be able to deal with your issue. This might mean...

- Offering you an appointment with **another Health Care Professional** (Advanced Nurse Practitioner, Practice Nurse, Prescription desk)
- Adding you to the **“on the day” Telephone Advice Service**
- Giving you information on local services available at the **Pharmacy**
- Booking you a **Telephone appointment, or routine appointment** with the Dr who knows you best

Any information you give to the receptionist is absolutely **CONFIDENTIAL** and they are skilled, valued members of our team.

If you still feel uncomfortable letting them know exact details, try some general phrases such as “mental health issues”, “a problem of a personal nature” (this can refer to some more sensitive issues), “problems with my tablets”, “my Diabetes”, “blood tests”, “sick line”, **it really helps us deal with your request in the best way.**

You are quite within your rights to say you do not wish to give this information to the reception staff and this will be passed on to the Doctor.

We hope this gives you a better understanding of the services we provide and the reason why our reception staff have to ask these questions.

Why does the receptionist need to ask what's wrong with me?

It is not a case of the receptionists being nosey!

The reception staff are members of the Practice Team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care
- from the most appropriate health professional
- at the most appropriate time.

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.

TELEPHONE TIMES FOR ON THE DAY ADVICE

The On-Call Doctor offers a daily “On The Day” telephone advice service for patients. This is for dealing with medical issues that need to be dealt with **the same day**. This can be accessed by phoning **01466 792116** at the following times:

8.45am – 9am

2.15pm – 2.30pm

You will be asked for your name, date of birth, a contact telephone number and a brief description for your call (see above). The On-Call Doctor will then phone you back when they are available to do so.

The number of calls has been restricted to 10 calls per session. This is because the On-Call Doctor has to be available to deal with all emergencies within the Practice, the Accident & Emergency Department and Inpatients in Jubilee Hospital, Huntly.

In an emergency situation, you will always get to speak to or be seen by a Doctor or other appropriate Health Care Professional.

If you require general advice that does not require to be dealt with that day, please phone **01466 765001** and ask for a telephone or face to face consultation with your Doctor.

PHONING FOR RESULTS

You can phone the receptionist for your results on **01466 792116 Mon – Fri between 3pm – 3.30pm** (this makes sure the results have been processed and frees up staff who are trained to give feedback). The receptionist can only advise you on what the Doctor/Nurse has marked on the result.

If the Doctor wishes your test repeated, wants to see or speak to you, the Practice will try and contact you by phone. If there is no reply or we do not have a contact number, we will send a letter advising you of this.

It is not routine practice policy to contact patients regarding normal results.

If however, you wish to speak to your Doctor regarding results, they would encourage you to speak to the Doctor who saw you as they know your full history and reasons for the test. Please phone **01466 765001** and ask for a telephone consultation slot with your Doctor.

If you feel you need to know urgently and phone the “on the day” telephone advice service, the On-Call Doctor may only be able to give you basic information regarding your results as they would not know your full history. Please remember if the Doctors think it requires to be dealt with urgently we will arrange an appointment as soon as possible or call you.

EXTENDED HOURS

As of January 2017, our extended hours will be done on Tuesday and Friday mornings from 7.30am – 8.30am. This service will be offered by a mix of Doctors, Practice Nurses & Advanced Nurse Practitioners. These will be pre booked appointments.

REFERRALS

If your Doctor refers you to a Consultant/Specialist Clinic, please be aware, that as waiting times are increasing, it is likely to be over 12 weeks (for routine referrals) before you are contacted by the clinic.

If you wish to find out where you are on the waiting list, you would need to contact the clinic direct. This can be done by phoning the main Hospital you have been referred to eg Aberdeen Royal Infirmary, Dr Grays, Jubilee Hospital and ask for the department you have been referred to.

Telephone 0345 4566000 and ask for the Department & Hospital you have been referred to. All queries are directed to a central line.

If however, you have received a letter from the clinic, you can contact the telephone number on the letter.

WOMEN WITH URINARY INFECTION SYMPTOMS

Are you Female

Are you aged 16 – 65 years

Are you suffering with 3 or more of the following symptoms or if both dysuria and frequency are present:

- **Dysuria (pain when passing urine)**
- **Frequency**
- **Urgency**
- **Polyuria (passing urine more frequently and in larger volumes)**
- **Haematuria (blood in urine)**
- **Suprapubic tenderness.**

If the above applies to you, you can present to your local Pharmacy for advice/treatment

ONLINE SERVICES - PRESCRIPTIONS

We have introduced an Online Prescription service at the Health Centre.

WHAT DOES THIS MEAN

- This will allow you to request your own regular prescriptions online from home (drugs which are not on your repeat list cannot be requested).
- You simply login to your account and request the items required by ticking the appropriate boxes.
- You can review the progress of your prescription requests.

WHAT HAPPENS NEXT

If this is something you would be interested in:

- Please collect an application form from the Health Centre, local Pharmacies or you can download from the Practice Website.
- If you would like to sign up for this please complete the application form and hand it in at the prescription desk.
- Once we have registered you on the system we will send you a letter with the information you require for setting up your account. You will then be able to start requesting your prescriptions.

If YOU REQUIRE ANY FURTHER INFORMATION PLEASE ASK AT THE PRESCRIPTION DESK

ONLINE SERVICES - APPOINTMENTS

We will soon be introducing an Online Appointments service at the Health Centre. As this is still in planning stages, more information will be available at a later date on the Practice Website.

WHAT DOES THIS MEAN

- This will allow you to make and cancel routine GP Appointments (there will be restrictions on the number of appointments you can book per month).

WHAT HAPPENS NEXT

If this is something you would be interested in:

- Please collect an application form from the Health Centre or you can download from the Practice Website.
- If you would like to sign up for this please complete the application form and hand it in at the reception desk.
- Once we have registered you on the system we will send you a letter with the information you require for setting up your account. You will then be able to start making your appointments.

If YOU REQUIRE ANY FURTHER INFORMATION PLEASE ASK AT THE RECEPTION DESK

If you are already signed up for Online Prescriptions, you will not need to re-register for Online Appointments.

Updates and information on how to access these services will be available at the Practice and on the Practice Website.