

# Academy Medical Centre Newsletter

Spring 2017

Regular News, Information and Updates

Keeping you informed of practice developments and forthcoming events with regular articles helping you get the most from your General Practice

## Practice Update

We appreciate keeping up to date with changes within the practice can be challenging, particularly if you don't have cause to contact the practice often. Here's a short summary of what has been happening of late!

We have seen significant staffing changes lately with Dr's Thomson, Groome, McKay and Bowbeer leaving the practice.

We are actively trying to recruit a new GP and we are in the process of trying to extend the wider team of staff working in the practice to help us meet your needs. Meantime a number of changes have been made to enable us to continue to develop better ways of delivering care.



## Case Managing patients calls and requests...

On 15<sup>th</sup> August 2016 our much publicised new model of care was launched. In response to feedback from a survey that what you want from your primary care service is timely access to a care provider, we created a model that aims to deliver this.

We introduced five small multi-disciplinary teams, each comprising of a GP, nurse, healthcare assistant and administrative staff.

All calls and requests are assessed by a doctor or nurse case manager to make sure that your needs are responded to promptly by the most appropriate health professional.

As before, your call will be answered initially by a receptionist who will deal with routine queries. If you are requesting an appointment, the receptionist will take some details from you and a brief idea of the problem to inform the clinical team. One of the clinical team will call you back and discuss your needs and, where appropriate, they will plan and allocate an appropriate time for your appointments. We are finding that many issues can be dealt with by phone avoiding the need for a face to face appointment.

We are encouraging patients to telephone rather than to come to the reception desk as we will be able to deal with your request more quickly. Since calls that are received by phone will be prioritised by your clinical team, we would encourage you to telephone rather than come to the reception desk in order to avoid the inconvenience of a lengthy wait.

Coordinating care in this way means that, not only will you get to know your care provider well, your care providers will get to know you well too and they will be better able to deliver care in a way that is tailored to your need.

Since August we have continued to adapt the system taking into account your feedback and comments.



## We have changed our practice catchment area a little...

Given the ongoing staffing recruitment challenges we have had to review our practice catchment area to enable us to continue to deliver services.

The changes do not affect those living within Forfar and indeed impact on a relatively small number of people. All those affected will have received a letter from the practice advising them of the change and to kindly ask and encourage them to register with another practice that covers the area in which they reside.

The following link is a map with the details of our revised boundary.

<https://www.scribblemaps.com/maps/view/Academy/UxZZHfXc6r>

If you have any further queries please do not hesitate to contact a member of the Reception Team.

## We can no longer provide some services...

Increasing workload in general practice and the reduced staff we have available currently has resulted in us reviewing the range of services provided within the practice. Unfortunately we can no longer accept referrals from hospital consultants for follow up treatments including complex dressings, suture and staple removal and Hep B immunisation of babies.

The practice have informed NHS Tayside of this and alternative arrangements will be made for you if you require any of the above.

We do apologise for this, but we no longer have the capacity to offer these services.

## Power of Attorney (POA)

Did you know that if you become unable to make decisions for yourself – because of illness or injury for example – no-one else can make those decisions for you, unless you have **given** them legal powers to do so? This means that your next of kin does not have the legal right or responsibility to make decisions on your behalf if you are unable to make decisions for yourself, they must be granted legal powers to do so via a Power of Attorney (POA).



Since the initial campaign in 2014, we have seen an increase in the number of people in Tayside applying for a Power of Attorney. All these individuals now have peace of mind regarding decisions about their future, should a time come when they do not have capacity. For example having a Power of Attorney will prevent the need for a lengthy Guardianship process if you are in hospital. The Power of Attorney campaign has contributed to a positive culture shift by encouraging conversations and more openness about people's future health needs and wishes.

There is a dedicated website, [www.mypowerofattorney.org.uk](http://www.mypowerofattorney.org.uk), which provides valuable help and information including costs involved in setting up a POA and how to check if you are eligible for Legal Aid.

**Don't put things off until you are older.**

**Prepare for the future, starting NOW!**

**Consider a Power of Attorney**

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

## Chronic Medication Service

The Chronic Medication Service (CMS) is an NHS service for patients with a long-term condition. It is available at pharmacies across Scotland.

A long-term condition is a health problem that is likely to last longer than a year and needs ongoing medical care, like high blood pressure or diabetes.

The service is voluntary. If you have a long-term condition, you can choose whether you want to register for it.

### What will the service do for me?

The service will help you manage the medicines you take for your condition. Your pharmacist is an expert in medicines and will talk to you regularly to help you get the most benefit from them and they will be able to discuss with you any concerns you have about your medicines.

Your Doctor will continue to provide your medical care however, your pharmacist will look at how you use your medicines. They will discuss with you any problems you may have with your medicines and whether you should get a CMS care plan. This plan helps your pharmacist give you more regular care and advise about your medicines. They will give you a copy of your care plan and may also speak with your doctor about it.

### Using the service...

When enrolled by your pharmacist, you will receive your medication in the usual manner but without the need for ordering medications from the surgery as happens presently. Your medication will be checked at the surgery on an annual basis as is current best practice, with a 24 or 56 week serial prescription being issued by your GP. Your pharmacist will dispense the medications at regular (your normal) intervals without the need for placing regular repeat prescription requests with the surgery.

The system has the advantage of you no longer needing to order medicines every 1 to 2 months. Prescriptions are automatically dispensed by your pharmacy and are ready for collection or delivery on the specified date. However, there are some exclusions, those living in care home and patients on a drug monitored system are unable to register. Certain high risk drugs such as Methotrexate or Lithium and controlled drugs such as Morphine and Tramadol are unable to be included in the serial prescription service.

If you would like to sign up for the serial prescription service you can discuss your suitability with your GP, or you can discuss this with your local Pharmacist who will then register you for the service.



## Minor Ailment Service

The Minor Ailment Service is an NHS service for children, people aged 60 or over, people who hold a medical exemption certificate and people on certain benefits.

When you are registered for the Minor Ailment service, your pharmacist can give you medicine for a minor illness or complaint, if they think you need it. You will not have to pay for this.

The NHS Minor Ailment Service is available from pharmacies across Scotland. You can choose which pharmacy to register with and you can register at any time. Even if you can't use this free service, you can go to your pharmacist for advice or to buy a medicine for a minor illness or complaint such as acne, athlete's foot, backache, cold sores, constipation, cough, diarrhoea, earache, eczema and allergies, haemorrhoids (piles), hay fever, headache, head lice, indigestion, mouth ulcers, nasal congestion, pain, period pain, thrush, sore throat, threadworms or warts & verrucae. If your pharmacist feels it is better for you to see your GP, they may refer you directly or ask you to make an appointment with your GP.

**For further information please visit [www.communitypharmacyscotland.org.uk](http://www.communitypharmacyscotland.org.uk) or call NHS Inform Helpline on 0800 22 44 88**





## Cancer Awareness

The NHS BE CLEAR ON CANCER campaign seeks to promote awareness of the early signs and symptoms to educate the public in order to increase the early detection of cancer.

Over time the campaign will focus on a variety of cancers. March 2016 in the UK is Ovarian Cancer awareness month.

When cancer is diagnosed at an early stage, treatment is often easier and more likely to be effective. Today, more Scots are detecting cancer early, in fact 24.3% of all breast, lung and bowel cancers in 2012 and 2013 were detected at stage one (the earliest stage). This is an increase of 4.7% since 2010 and 2011. In general, outcomes are much better these days with **twice as many people surviving cancer today compared to 30 years ago**, (source: ISD, Trends in Cancer Survival in Scotland 1971-1995; 1983-2007).

If you, a friend or loved one have been diagnosed with cancer, there is lots of help out there to support you:-

- A new diagnosis of cancer is very daunting. It is a challenging time for patients and relatives. It is often difficult to cope with. If you or someone you know is facing this there is help available with how to cope during this time. The NHS has an excellent website discussing how to cope and resources available to you to help.
- Our Practice Nurse Pam Welsh has completed a course in palliative care and is available for appointments by patients who have this diagnosis for support and advice.
- Angus Carers is a local organisation to help support people new to a caring role.
- For more information in support and services available for cancer patients please speak to our Patient Participation Group.
- Terminally ill patients have a named GP who ensures continuity of care, they also co-ordinate an individuals care with other agencies during regular Multidisciplinary Team Meetings held at the practice. Other care providers including; MacMillan Palliative Care Nurse, District Nurses, Social Work, Physiotherapists and Occupational Therapists.
- Our Team of District Nurses provide care in their own home for terminally ill patients.
- Your GP has access to the Strathmore Hospice, a modern 4 bed unit supported by Lippen Care. This allows the patient's named GP to provide enhanced care close to home for terminally ill patients and support for carers.
- The Strathmore Hospice is supported by the Palliative Care Team from Roxburgh House in Dundee. They are able to provide consultant supported weekly symptom control clinics for local access to care for patients.

**Further information including useful links and websites, including those mentioned above, can be found on our website [www.academymedicalcentre.co.uk](http://www.academymedicalcentre.co.uk) click on the Support/Advice tab and then Health Links on right hand side to access this.**



## Feedback

As the first practice in Scotland to work with our small team-based model of care, we recognise that we are only just starting out on our journey and the new model will take time to embed.

Information and updates are available in the surgery waiting area and on our website:

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

As we continue to grow and develop the model, we would welcome your feedback on what we need to improve and what is going well. You can give feedback either to your team or by writing to the surgery or emailing us at: [Academynewmodel.tayside@nhs.net](mailto:Academynewmodel.tayside@nhs.net)

If you have not already selected a team, please speak to a member of the practice staff who will be able to help. Team selections as below:-

Team 1	Dr MacCallum
Team 2	Dr Adam
Team 3	Dr Thomas
Team 4	Dr Urwin
Team 5	Dr Barry

When you choose a team, we will do our best to accommodate your request.

Please note, however, that in order to keep the number of patients evenly distributed across the teams, we may need to close one or more team lists from time to time until the lists for the other teams catch up.

Lists are being monitored constantly and those that are currently closed will re-open in due course.

## Blood results

When you attend the surgery for Blood Tests, the nurse or health care assistant will remind you to call the Practice for your results in 7 days time. Please call between 2pm and 4pm for any results.

When you phone, the receptionist will be able to advise you if you need to see the GP or if you need to discuss them on the telephone, and arrange a suitable appointment for you.

If you have had tests in hospital the results of these investigations will normally go directly to your hospital doctor and it is usually the hospital doctor's duty to inform you of these results.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior written consent for their release.

Third party forms are available to pick up from the Reception desk.

## Academy Medical Centre Public Holidays

The practice will be closed on the following dates:

**Monday 3<sup>rd</sup> April 2017 – Public Holiday**

**Monday 17<sup>th</sup> April 2017 – Public Holiday**

**Monday 1<sup>st</sup> May 2017 – Public Holiday**

**Monday 29<sup>th</sup> May 2017 – Public Holiday**

**Monday 24<sup>th</sup> July 2017 – Public Holiday**

If you take regular medications, please ensure you check you have enough left to cover the holiday period. It's also important not to over order, so only request what you need, and make sure you don't run out of anything during that time.

If on regular medications please discuss the Chronic Medication service with your pharmacist.

### If you need help over holidays...

If you are ill on a day or time when the surgery is closed and you can't wait until it reopens, call **NHS24 on 111** who can arrange for you to be seen at your local out of hours services or whatever is most appropriate.

**If its an emergency...** always dial 999 in the event of an emergency

## Academy Medical Centre - The Newsletter -

Our newsletter is produced 4 times per year helping to improve communication between the practice and our patients.

If you have any questions after reading this newsletter or would like to see an article on a particular subject in future editions, please let us know.

If you would like to be notified of our newsletter please visit our website to subscribe.