



GROVE NEWS BULLETIN

WWW.GROVEHC.CO.UK

Spring has arrived!

As Spring slowly arrives, I would like to take this opportunity to welcome patients to our new news bulletins which will be issued on a quarterly basis. Our news bulletins can be found by visiting our newly updated practice website:

WWW.GROVEHC.CO.UK

Patients can view our news bulletins by clicking on the 'News Bulletins' section which can be found under the 'Further Information' tab at the right hand side of the home page. Alternatively, if you wish to receive the news bulletin directly to your email address, please email:

TAY.GROVEADMIN@NHS.SCOT

and detail in the subject box "news bulletin registration". You do not need to provide any further information as your email address will automatically be added to the distribution list (you will not receive confirmation that this has occurred).

Our news bulletins are designed to provide our patients with the most up-to-date information regarding Grove Health Centre whilst keeping patients informed of any future changes. Adhoc information will also be applied to our practice website in the 'news' section and I would encourage all of our patients to regularly visit our practice website so that everyone is fully informed of practice updates.

I do hope you will find the quarterly news bulletins helpful. As a practice, all of our staff and clinicians work hard to provide as good a service as we possibly can to our patients and welcome any positive or constructive feedback to help improve our services further. Feedback forms can be printed from our practice website under the 'practice forms' tab and handed into the practice. Alternatively, forms can also be requested from our reception team for completion.

I would like to wish all of our patients an enjoyable Spring time whilst continuing to stay as safe as reasonably possible as the country starts to slowly live with Covid-19.

DAVID RAMSAY
Practice Manager

Spring 2022

Special points of interest:

- APPOINTMENT CHALLENGES—WE ARE LISTENING!
- VACCINATIONS
- CHRONIC DISEASE APPOINTMENTS
- STAFF UPDATES
- PHARMACY FIRST & OTHER SERVICES
- TEST MESSAGES
- HOW IS GENERAL PRACTICE CHANGING?
- RESTARTING SERVICES

Everyday questions about your health



The answer is NHS inform

www.nhsinform.scot
0800 22 44 88



NHS inform
Health information you can trust



“ I really needed the appointment that you didn't turn up to...”

GP appointment?
Can't make it?
Don't need it?





STAFF UPDATES

Please remember to visit our practice website regularly for the most up-to-date information regarding the practice.

Dr Louise Dillon retired from Grove Health Centre at the end of September 2021 with Dr Amy Findlay joining the practice as a GP partner in October 2021.

Practice Manager, Mrs Gina Douglas, recently retired from Grove Health Centre having worked at the practice for a considerable period of time. She has been replaced by Mr David Ramsay who joined the practice at the beginning of March 2022. David has over 21 years of NHS experience having spent 16 year of them in general practice.

Dr Jennifer Ruthven joined the practice in November 2021 as a salaried GP having previously worked at another practice in Tayside as a GP partner. Dr Ruthven brings with her a wealth of knowledge and experience and we are excited to announce that Dr Ruthven will be leading the implementation of a new service to be offered at the practice (Coil fittings).

Practice Nurse, Dawn Murdoch, left the practice in March 2022. We are pleased to announce that Practice Nurse Sonya Baillie will be joining the practice in May 2022 and will be responsible for our COPD clinics.

Thank you for your continued patience during this challenging time



APPOINTMENTS

The Covid-19 pandemic has impacted GP practices up and down the country. Patients will be well aware from media coverage of the challenges faced by patients when attempting to arrange a GP appointment. Sadly, Grove HC is also facing such challenges. General Practice was already facing such challenges regarding appointment capacity and demand prior to the Covid-19 pandemic however, sadly, the pandemic has exacerbated those challenges further.

We are fully aware of the challenges currently faced by our patient population when attempting to arrange a GP appointment. We understand the frustration faced by our patients when contacting the practice at 8am to arrange an appointment only to be advised that our appointments are fully booked and to try again the following day. This saddens our administrative team as they are unable to offer everyone an appointment and only have a finite number of appointments to offer each day. We would like to emphasise that emergency/urgent appointments are available if you feel your need for an appointment is urgent in nature and not a routine matter. If you feel your medical concern warrants an emergency appointment, you should request such an appointment when contacting the practice. Sadly, we are starting to encounter increasing levels of abuse directed towards our staff and doctors due to the challenges faced. Our staff can only offer what is available and are following the procedures implemented by the doctors. We take a zero tolerance approach to any form of abuse and patients may be removed from our practice list for such abuse.

Please remember to wear a face covering when entering our building (unless exempt) and use the hand gel provided

At present, we are currently auditing our appointment system. Areas being audited include our appointment capacity, appointment demand, number of patients being advised to call the following day, the length of time taken to answer calls each morning and the number of appointments issued with a GP that could have been navigated to a more appropriate healthcare professional or actioned using an alternative means. Once the audit is complete, the practice aims to make changes to its appointment system to provide better access for patients. However, this will take time and we continue to ask for your patience whilst we continue to audit our appointment system.



As we learn to live with Covid-19, we are pleased to announce updates regarding the following services.

Chronic Disease Management

This month (April 2022) will see the practice re-start its chronic disease clinics (diabetes, COPD, Asthma, hypertension etc). Given these clinics stopped due to the Covid-19 pandemic, we have had to adjust the way in which the clinics work. All patients who attend our chronic disease clinics will be invited, by letter, to contact the practice to arrange an

appointment. Please do not contact the practice until you are invited. Patients will be contacted based on Surname throughout the year. Your invitation will advise you how to proceed regarding arranging an appointment.

Spirometry Clinics

Our Spirometry clinics have now recommenced with patients being contacted in priority order. Patients are kindly asked to visit our practice website (www.grovehc.co.uk) 24 hours prior to their appointment and select the 'Spirometry questionnaire' which can be found in the 'Clinics & Services' tab. Please follow the instructions on the questionnaire.

Coil Clinics

As previously mentioned, we are pleased to announce that the practice will be commencing Coil clinics. Female patients who wish to discuss this service further should contact the practice on 01382 778881 and arrange a routine appointment with Dr Ruthven to discuss further. We are hopeful that this service will prevent the need for patients to attend sexual health clinics elsewhere whilst providing the service closer to their homes.

Liquid Nitrogen Clinic

Now that social distancing requirements have been removed, we will be restarting our Liquid Nitrogen clinic in the near future. Please monitor our practice website for further information.

GENERAL PRACTICE IS CHANGING

Did you know General Practice and Primary Care is changing?

You might have already noticed changes when you've contacted the practice for an appointment. Instead of speaking with a GP, you might have spoken with a member of our newly-expanded GP team such as a pharmacist, a physiotherapist, a nurse or a social prescriber.

Back in 2018, the Scottish Government and British Medical Association agreed a new way of working within General Practice. The new agreement has been designed to enable doctors and other GP staff to deal with the more complex care needs of patients whilst signposting patients with less complex care needs to other healthcare professionals. This ensures our appointments are utilised appropriately whilst patients are seen by the right person, in the right place at the right time. Patients may have already noticed some of those changes when being directed to the Clinical Treatment Centres for blood tests or dressings. Other changes have included being provided with a pharmacist appointment to discuss medication queries or a physiotherapist for musculo-skeletal issues. As time moves on, patients will be directed to more appropriate services for clinical conditions which, previously, may have resulted in a GP appointment. This is known as Care Navigation (sign-posting) and we are grateful to our patients for following any sign-posting advice provided by our administrative team.

Some services previously offered by general practice are now the responsibility of NHS Tayside to provide. As of April, vaccination provision will be taken over by NHS Tayside. Patients who require vaccines such as Shingles, Pneumococcal, travel vaccinations should visit our practice website and select the 'Vaccinations' tab in the 'Services & Clinics' section for further information. The practice no longer provides vaccinations of any type and patients are required to contact NHS Tayside for further assistance.

Our staff are answering all calls as quickly and safely as possible each morning. Your continued patience is appreciated

Text Messages! It is very important that you provide us with your most up-to-date mobile phone number. We use text messages fairly regularly to keep patients updated and to remind them of appointments.

Need advice on travel vaccinations?
Please visit <https://fitfortravel.nhs.uk/> home or contact NHS Tayside's advice number by phoning 01382 423108

Not heard about test results?
The practice will only contact patients regarding test results if there is a need to. If you do not hear back, it is fair to assume your results are satisfactory

We no longer provide any form of ear irrigation services. If you require ear irrigation, you should approach your local pharmacy in the first instance who will advise you of the procedures to follow

The Pharmacy First Scotland Service provides advice, treatment and referral to other services. You can approach any pharmacy within Scotland to discuss your symptoms. The pharmacist will assess your symptoms and, if necessary, issue a prescription for treatment. There is no cost involved when using this service and you do not need to arrange an appointment.

We would encourage our patients to consider using this service. Our current audit regarding our appointment system has highlighted a large percentage of appointments that could have been assessed and treated by the Pharmacy First Service. Below you will find a range of symptoms which are appropriate for Pharmacy First.

If the pharmacist feels you require further assessment, they will direct you to the most appropriate person.

| <h3 style="text-align: center;">PHARMACY FIRST SERVICE</h3> <p style="text-align: center;">Patients suffering from any of the below symptoms can use the Pharmacy First Service. A pharmacist will assess your symptoms and, where appropriate, provide medication.</p> | | | |
|---|---|--|---|
| <p style="text-align: center;">Acne</p>  | <p style="text-align: center;">Allergies - If over 12m old</p>  | <p style="text-align: center;">Athlete's Foot</p>  | <p style="text-align: center;">Minor Back Pain</p>  |
| <p style="text-align: center;">Conjunctivitis - If over 2 years old</p>  | <p style="text-align: center;">Cold Sores - If not immuno-suppressed</p>  | <p style="text-align: center;">Colic</p>  | <p style="text-align: center;">Constipation</p>  |
| <p style="text-align: center;">UTI - Please refer to additional criteria</p>  | <p style="text-align: center;">Diarrhoea</p>  | <p style="text-align: center;">Dry Eyes</p>  | <p style="text-align: center;">Dry Skin</p>  |
| <p style="text-align: center;">Ear Ache</p>  | <p style="text-align: center;">Haemorrhoids</p>  | <p style="text-align: center;">Hay Fever</p>  | <p style="text-align: center;">Head Lice</p>  |
| <p style="text-align: center;">Impetigo - If over 2 years old</p>  | <p style="text-align: center;">Indigestion</p>  | <p style="text-align: center;">Mouth Ulcers</p>  | <p style="text-align: center;">Ring Worm</p>  |
| <p style="text-align: center;">Scabies</p>  | <p style="text-align: center;">Shingles - Please see additional criteria</p>  | <p style="text-align: center;">Minor Skin Infections, e.g. insect bites</p>  | <p style="text-align: center;">Theadworms</p>  |
| <p style="text-align: center;">Thrush</p>  | <p style="text-align: center;">Warts</p>  | <p style="text-align: center;">Verrucas</p>  | <p style="text-align: center;">Oral Thrush</p>  |
| <p style="text-align: center;">Cellulitis</p>  | <p style="text-align: center;">Nail Infections</p>  | | |