

GROVE HEALTH CENTRE

SPRING 2023 NEWSLETTER

Staff News:

There have been a number of updates at Grove HC regarding our staff since our Winter 2022 newsletter.

Firstly, we would like to congratulate Dr Hasan and his wife on the birth of their beautiful baby boy recently. Both baby and mum are doing well and Dr Hasan had been on a period of maternity leave when his son was born. Dr Hasan has now returned to the practice following his period of maternity leave.

Sadly, we said goodbye to a member of our administration team who had worked at Grove for a number of years. Lynda recently left our practice and we wish her an enjoyable, well-earned, retirement. Replacing Lynda is our new medical receptionist, Pauline, who joined our practice in March. Pauline joins us from a previous medical practice in Edinburgh and we are grateful to our patients for their understanding and patience whilst Pauline progresses through her induction and training.

We also said goodbye to Dr Patra, our Foundation Year doctor at the end of March and have welcomed Dr Chiang to our practice. Dr Chiang will be with the practice for 4 months to allow training in general practice and, following his induction, will begin seeing patients with GP oversight.

Lastly, Dr Green joined our practice at the end of December 2022 and has settled into his role as a Salaried GP. Dr Green is available every day in the practice except Tuesday.



Prescriptions:

The practice processes thousands of prescription requests each month. For the month of March 2023, our Prescription Officers dealt with 2158 requests for prescriptions. Due to the

Order your repeat prescriptions early

With GPs being busier than usual, please order and collect your repeat prescriptions in good time to avoid running out of medication.



high number of prescription requests received by the practice each day, it is important that patients order their medication when they have 7 days' worth of medication left. **The practice requires 2 full working days to process prescriptions** and we have provided the helpful table below to assist patients with regards to when their prescription can be collected.

Request received before 12pm on:	Prescription can be collected from the practice from 4pm onwards on:	Prescription can be collected from the chemist from 4pm onwards on:
Monday	Wednesday	Thursday
Tuesday	Thursday	Friday
Wednesday	Friday	Monday
Thursday	Monday	Tuesday
Friday	Tuesday	Wednesday

The number of prescription requests have increased year on year. As an example, in 2018, the practice issued 26549 prescriptions. This rose to 28742 during 2021. In 2022, we issued 30428 prescriptions and, so far for January 2023 to March 2023, the practice has issued 12475 prescriptions. The increased workload has meant that the practice has had to strictly adhere to its prescribing policy to ensure prescriptions are generated safely whilst giving the doctors enough time to check each prescription has been issued correctly. The practice has noticed an increasing number of requests from patients stating that they require their medication 'urgently' as they have either ran out of their medication or will run out in a day. These requests don't only increase the workload for our prescription officers and doctors but result in unfairness towards patients who request their medication in plenty of time. The doctors have provided our practice staff with a list of medications which they classify as 'urgent medication'. Requests for urgent medication will be checked against the list. If your medication is not classified as 'urgent medication', you will be advised that your prescription will not be available to collect until 2 full working days (as per the table above).

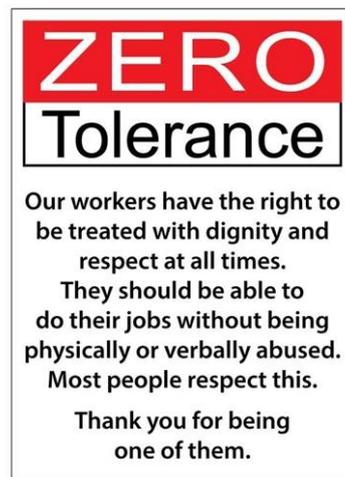
Keep Up-To-Date with our latest news

Although the practice provides quarterly newsletters to keep patients updated regarding the practice, we would encourage patients to visit our practice website (www.grovehc.co.uk) regularly for practice information and join our Facebook group page which provides up-to-date information regarding the practice and other health services available.

Prescription Checker:

Unfortunately, like many practices in Tayside, we are encountering more and more queries from patients who have taken their prescription to a chemist only to be advised that the medication is out of stock and to contact the practice for an alternative. Very rarely are medications out of stock unless a manufacturing issue has occurred and pharmacies source their medication from different distributors. Patients can use the prescription checker on our practice website to determine if other pharmacies have their medication in stock. The checker is very easy to use. You simply add the name of the medication and your postcode. The checker will then provide you with details of pharmacies close to you that have a stock of your medication.

Zero Tolerance:



Sadly, despite previous attempts to put communication out to patients regarding our zero tolerance policy, our staff continue to encounter verbal, intimidating or physical abuse. Such abuse will not be tolerated and we are grateful to the vast majority of patients who treat our staff and doctors with dignity and respect.

During the year of 2022, the practice was disappointed regarding the actions of some patients towards our staff and doctors which resulted in some form of abuse. That abuse resulted in 9 warning letters being issued to those patients, 2 final warning letters being issued to patients who had already received a warning letter and 1 patient being removed from our practice list with immediate effect due to threatening behaviour which involved the need to contact the police.

We understand that patients can be frustrated at times for a variety of reasons however we simply ask that you treat our staff and doctors like you would wish to be treated yourself; with dignity and respect.

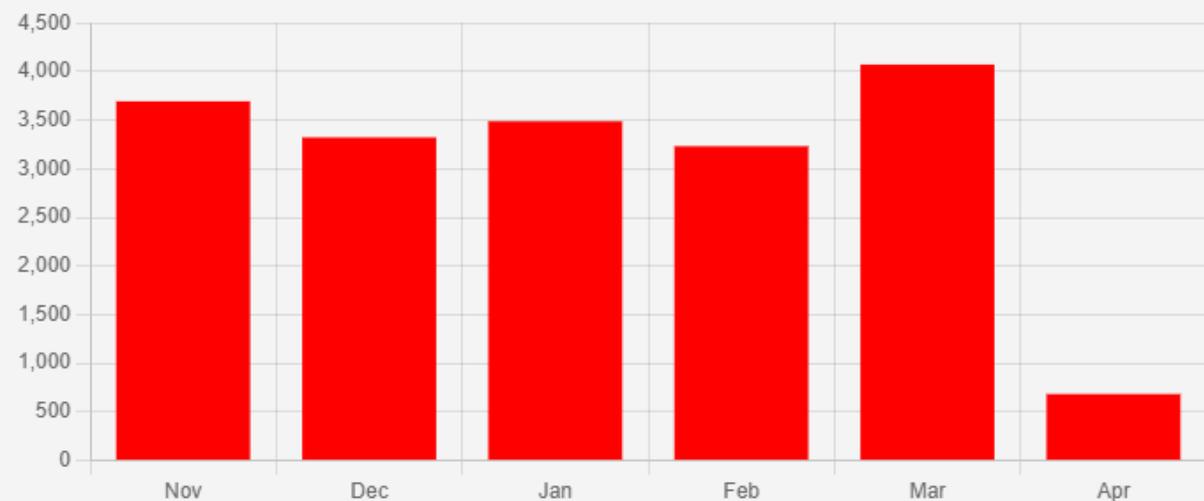
Facts & Figures:

Between 01/01/2023 and 31/03/2023 the practice provided the following:

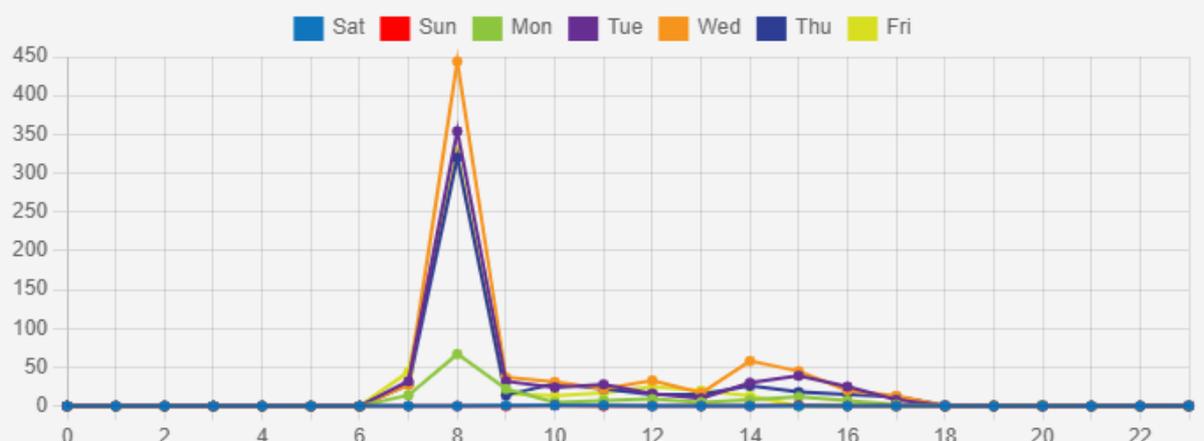
- 8931 GP contacts involving patients
- 2338 Nurse contacts involving patients
- 137 GP home visits
- 12475 Prescriptions issued
- 10800 Calls received into the practice and answered within 5 minutes
- 1560 Calls received into the practice and answered within 10 minutes (the vast majority of these calls were at 8am in the morning when our phone lines are busy with a maximum of 10 patients waiting in our queue).

Below you will find details of the number of calls received into the practice each month (what are my call trends?) plus details of when our practice phone lines are at their busiest based on week commencing 7th April 2023 (when are my busy hours?).

What are my call trends?



When are my busy hours?



Prescriptions following a hospital appointment or discharge:

Recently, a patient suggested to the practice that it may be helpful to provide information to patients regarding our prescription processes if a patient is prescribed medication from the hospital. We agreed that this would be a good idea as not all patients are aware of the process.

If a patient is discharged on medication following admission to the hospital, the hospital should provide the patient with 7 days worth of medication. They will notify the practice if the patient is to remain on any medication. Patients should still order any medication that they require following discharge using our usual processes whilst allowing for 2 full working days to process the prescription.

If a patient attends a hospital appointment (such as an out-patient appointment) and the hospital wishes a patient to commence medication, there are two routes that can be followed. If the hospital feels you require the medication **urgently**, they should provide you with a short supply 5-7 days worth of the medication. They will notify the practice of your medication requirements and you will be able to order more medication following our usual process of two full working days.

If a patient attends a hospital appointment and the hospital wishes a patient to commence medication, but that medication is **not** viewed **urgent**, the hospital will send the practice electronic notification of that medication. Once received by the practice, the practice will action the request following our 2 full working days process. This means any prescription will be ready to collect after two full working days of receiving the request from the hospital.

Have you downloaded the new NHS 24 App yet?

The new NHS 24 app can be downloaded to your smart phone. It is designed to be another way of communicating with NHS 24 for advice whilst directing you to the best healthcare professional suitable for your needs.



Public Holiday Dates:

We've provided the upcoming public holiday dates below. The practice will be closed on those dates. During those dates, NHS 24 will be providing medical coverage and can be contacted by calling 111 if you feel your symptoms cannot wait until the practice re-opens. As always, in a life-threatening emergency such as chest pain or stroke, you should dial 999 and request the ambulance service.

- Monday 10th April
- Monday 1st May
- Monday 8th May
- Monday 29th May
- Monday 24th July
- Monday 9th October
- Monday 25th December
- Tuesday 26th December

CESSATION OF JOINT INJECTIONS



At this present time, the practice is unable to provide joint injections to patients. Unfortunately, Dr Patil will be absent from the practice from April 2023 for health reasons which means the practice will be unable to provide this service during that time. We are unsure when Dr Patil will return however her period of absence will involve a lengthy time period. For this reason, we are unable to provide an estimated timeframe as to when we will be able to restart our joint injection service.

All patients who are currently on our waiting list to receive a joint injection will still be offered an appointment to attend the practice to receive their joint injection before Dr Patil commences her absence.

Patients who have received a joint injection previously for pain relief should contact the practice to arrange a routine appointment with a GP should they develop any further pain. The GP will discuss any options available at that time. Alternatively, please visit www.nhsinform.scot where patients will find a wealth of information to assist with managing joint pain.

We apologise for any inconvenience caused during Dr Patil's absence.