



## GROVE HEALTH CENTRE SUMMER 2023 - NEWSLETTER

### STAFF UPDATES:

After nearly a year of being with the practice, our medical student; Matthew, will finish at Grove Health Centre during the month of June to progress into his final year at medical school. It has been a pleasure having Matthew as part of the Grove Team and we wish him all the best for his final year at medical school. Replacing Matthew will be our next medical student; Olivia, who will join the practice team during the month of August and be with us until June 2024. As always, our medical students are supervised by the GPs at the practice and are here to increase their knowledge, skills and experience in order to prepare them for their future careers. We are grateful to our patients for considering the acceptance of an appointment if offered with our medical students.

Dr Sinclair will also finish at Grove Health Centre at the end of June having completed his GP traineeship successfully at the practice. Although we will be extremely sad to see Dr Sinclair leave, the Grove Team are incredibly proud of his achievements whilst training at our practice and we wish him all the best as he commences his career as a General Practitioner. Replacing Dr Sinclair will be Dr Henderson in August. Some patients may already know Dr Henderson who had previously completed some of his GP traineeship at Grove before moving on to further training within the hospital setting. We look forward to welcoming Dr Henderson back to our practice as he progresses through his GP traineeship.

We would like to take this opportunity to congratulate Practice Nurse MacConnachie (Jenni) who has recently completed her learning regarding the care of patients with asthma. This means both of our practice nurses are now fully trained to provide asthma care to patients. Moving forward, Jenni will commence training regarding the area of diabetes from August and we wish her every success regarding this training.

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

**CANCEL IT!**

CONSULTATION  
ROOM



## LGBT+ PRIDE MONTH:

The month of June is LGBT+ Pride month. Here at Grove, it really is important to all of our team that all of our patients, regardless of their sexuality or gender identity, are treated with dignity and respect. Our aim is to ensure Grove Health Centre is as inclusive as possible for all of our patients and staff. In relation to our LGBT+ patient population, we aim to ensure that:

- You are treated fairly and without any form of discrimination
- All practice staff (clinical and non-clinical) work with you to reach decisions about your treatment and care that is right for you.
- Your confidentiality is respected and that your personal information is protected from improper disclosure.
- You are not denied access to appropriate treatment or services because of your sexual orientation, gender identity or trans status.

Our clinical staff may, at times, need to ask you about your sexual orientation, gender identity or trans status so they can offer you treatment and care specific to your needs. They will never communicate with you in a non-judgemental way and recognise that the gender status or history of non-binary people should be treated with the same level of confidentiality as any other sensitive personal information.

There are a number of organisations available which can help support LGBT+ patients further. LGBT Health and Wellbeing offers support and resources to help LGBT+ people address health issues that impact their lives. They can be contacted by visiting [www.lgbthealth.org.uk](http://www.lgbthealth.org.uk). LGBT Youth Scotland also provide a range of resources and support services for young LGBT people in Scotland and can be accessed by visiting [www.lgbtyouth.org.uk](http://www.lgbtyouth.org.uk).

We would like to take this opportunity to wish all of our LGBT+ patients a very happy, enjoyable, Pride month.



## FACTS & FIGURES:

The following facts and figures are applicable for the month of May 2023:

- 1796 GP appointments (on-the-day, pre-bookable & review appointments)
- 255 GP emergency appointments alongside 67 home visits
- 327 Practice Nurse / Healthcare Assistant appointments
- 2195 Repeat prescription requests alongside 2140 acute prescription requests
- **54 GP appointments wasted due to non-attendance / failure to cancel appointments**
- 213 Referrals for further care to other NHS departments

## PRACTICE UPDATES:

Following the successful launch of our online asthma review service during April 2023, we are pleased to report that, so far, 58 patients have taken up the offer of completing their review online. Patients will always have the choice of either an in-person asthma review or an online review but we are pleased to note that 94% of those patients who completed an online review were satisfied with the whole process and we detail some of their feedback below:

- *"Online review, as long as accurately completed saves having to attend Gp Practice thereby freeing up appointments for those that need them."*
- *"It is brilliant."*
- *"Quick and easy to complete and understand."*
- *"It is good to have this option so that I know my asthma, although mild, is still being monitored but without taking up appointment time. I did used to enjoy my chats with the asthma nurses though!"*
- *"For me my asthma is well controlled so online suited me. It is nice to see the nurse once a year however so if had a choice I would prefer this option."*

Patients will also be aware that we recently launched our new text messaging service. The new service now reminds patients of any appointment booked 2 days prior to their appointment and, also, on the day of their appointment. A helpful feature of our new service is that it allows patients to cancel their appointment via text rather than having to contact the practice thus saving patients time. During the month of May 2023, the practice sent text reminders to 982 patients of which 23 patients responded to cancel their appointment. Those cancellations enabled other patients to make use of those appointments.

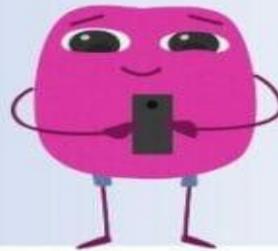
Our administrative staff recently completed a 'refresher' regarding the area of care navigation. Patients will be aware that our staff completed training regarding care navigation last year which was developed and approved by NHS Scotland. Care navigation is a process which is designed to signpost patients to the most appropriate clinician or other healthcare provider such as a physiotherapist, dentist, local pharmacy, mental health service, nurse practitioner or NHS 24 (111). Effective care navigation is designed to increase GP capacity whilst enabling patients to be seen by the correct person, at the correct place and at a time suitable to them. We continue to be grateful to our patient population for following any suggestions provided by our administrative staff if they direct you to an alternative clinician or healthcare provider.



Our receptionists are here to help you get to the right service.

Please don't be offended if they ask what the problem is when you call to make an appointment

# We'll Keep You Right



	<p>NHS 24's health information service includes self-help guides for a range of common conditions. <a href="http://www.nhsinform.scot/self-help-guides">www.nhsinform.scot/self-help-guides</a></p> <p>When your GP and local pharmacy are closed, and you are too ill to wait, call 111.</p>	<b>NHS 24</b>
	<ul style="list-style-type: none"> <li>• Coughs and colds</li> <li>• Sore throat</li> <li>• Diarrhoea or constipation</li> <li>• Indigestion</li> <li>• Aches and pains</li> <li>• Help if you run out of your repeat prescription</li> </ul>	<b>Pharmacist</b>
	<p>Breathing space 0800 83 85 87 <a href="http://www.breathingspace.scot">www.breathingspace.scot</a></p> <p>Samaritans 116 123 <a href="http://www.samaritans.org">www.samaritans.org</a></p>	<b>Mental Well-being</b>
	<ul style="list-style-type: none"> <li>• Tooth pain</li> <li>• Swelling to your mouth</li> <li>• Painful or bleeding gums</li> <li>• Injury to your mouth</li> <li>• Advice on oral hygiene</li> </ul>	<b>Dentist</b>
	<ul style="list-style-type: none"> <li>• Red or sticky eye</li> <li>• Pain in or around your eye</li> <li>• Blurred or reduced vision</li> <li>• Flashes and floaters</li> </ul>	<b>Optometrist</b>
	<p>A range of clinicians, including doctors and nurses to help you with both physical and mental health issues.</p>	<b>GP Surgery</b>
	<ul style="list-style-type: none"> <li>• Cuts and minor burns</li> <li>• Sprains and strains</li> <li>• Suspected broken bones and fractures</li> </ul>	<b>Minor Injuries Unit</b>
	<ul style="list-style-type: none"> <li>• Suspected heart attack or stroke</li> <li>• Breathing difficulties</li> <li>• Severe bleeding</li> </ul>	<b>999 or A&amp;E</b>

If you're not sure where to go or who to see visit:

**NHSinform.scot**

## KEEP INFORMED:

Patients can request to receive a copy of our newsletter directly into their email inbox. If you wish to receive a copy, please email [tay.groveadmin@nhs.scot](mailto:tay.groveadmin@nhs.scot) and detail in the subject box "newsletter registration". You do not need to do anything else. Once your email is received, we will add your email address to our distribution list.

Patients are also welcome to join our Facebook group page by searching for Grove Health Centre. Our group page aims to keep patients up-to-date with the latest news regarding the practice.

Our practice website can be viewed by visiting [www.grovehc.co.uk](http://www.grovehc.co.uk) and provides information regarding the practice and services offered.