

Grove Newsletter

Business Name

Summer 2022

Welcome to our Summer Newsletter



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As the weather begins to warm up, it would be fair to say that our summer has finally arrived and I would like to welcome you to our summer edition of our practice newsletter.



There are a lot of changes planned over the coming months within the practice. As a practice, our aim is to provide our patient population with as good a service as we reasonably can. We have listened to the feedback provided by our patients to help improve the service offered to you and patients will notice a number of changes occurring over the summer period based on that feedback. You will find further information regarding the changes planned within this news letter.

As we continue to learn to 'live with Covid-19', we would encourage patients who are entitled to receive a Covid-19 vaccination to consider receiving one if they have not done so already. Further details regarding vaccination clinics and booking vaccinations can be found at www.vaccinationtayside.scot.nhs.uk Sadly, the country is experiencing increasing numbers of infection again and the practice must continue to take all reasonable steps to reduce the spread of Covid-19 within our practice building. This is to ensure both the safety of our patients and staff and we kindly ask that you continue to wear a face-covering when entering our building and use the hand gel provided.

As previously mentioned on our Facebook group page and practice website, from Monday 18th July our appointment system will change following feedback from our patients. You will find detailed information within this newsletter regarding those changes. In order for those changes to be successful, we need our patients to assist us by following any advice received from our administrative team when contacting the practice. Recently, the practice completed an audit of our current appointment system and it revealed that approximately 1/3 of GP appointments could have been navigated to a more appropriate healthcare professional. This would have enabled those patients to be seen by the correct person, at the correct place and at a time suitable to them whilst freeing up our GP capacity to enable those patients with more complex care needs to access a GP appointment in a timely manner. As more and more services become available within Primary Care to assist General Practice, patients may become aware that they are advised to approach a more appropriate healthcare professional to assist them with their medical need. Our administrative staff have recently completed approved NHS Scotland training regarding Care Navigation which will be implemented by the practice from Monday 18th July.

Hopefully the good weather that we have been experiencing will continue throughout the summer and we have provided some helpful hints and tips to help patients stay safe in the sun.

The purpose of our Grove Newsletter is to provide all our patients with important news and updates regarding the practice. We hope you will find this edition informative and I would like to wish you all a lovely summer period with, hopefully, plenty of sunny days.

David Ramsay
Practice Manager

Help us protect patients and staff by wearing a fluid resistant face mask in all NHS Tayside premises




Masks are supplied at all entrances



Summer sun safety

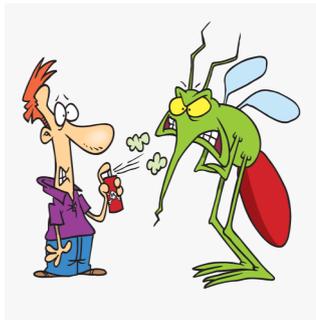
It's always nice when the sun is shining however too much sun and heat can result in a number of health risks too. The following advice will help you enjoy the summer sun safely:

- If you can, stay out of the sun between 11am and 3pm each day.
- If you have to go out in the heat, try and walk in the shade, apply sunscreen regularly and wear a hat.
- Keep yourself hydrated by regularly drinking cold drinks and avoiding excess alcohol, caffeine and hot drinks.



If you're planning a BBQ this summer, there are two main risk factors; undercooked meat and spreading germs from raw meat to cooked meat. To avoid food poisoning, when you're cooking any kind of meat on a BBQ make sure that:

- The coals are hot enough. They should be glowing red with a powdery grey surface before you start cooking.
- Frozen meat is properly defrosted before you cook it.
- You turn the meat regularly and move it around the BBQ to ensure even cooking.
- The meat is piping hot in the centre, there is no pink meat visible and any juices are clear.



It's not uncommon during the summer months to be bitten by an insect. Insect bites can be uncomfortable. If you get bitten or stung by an insect, you should consider the following:

- If stung, try to remove the sting with tweezers if the sting is visible.
- Wash the area with soap and water and apply a cold flannel to the area. Try to keep the area raised to avoid swelling.
- Avoid scratching the area.
- Consider using an anti-histamine to assist with any itchiness. Your Pharmacy First Scotland service can assist you further if you feel you need an anti-histamine.

Breast Friendly Scotland Scheme

Mothers who breastfeed their child are protected under the Breastfeeding etc (Scotland) Act 2005. This legislation provides mothers with protected rights to allow them to breastfeed their child in public places or establishments that allow children access. The Equality Act 2010 protects a mother for as long as she wants to breastfeed; there is no age restriction.

The Breast Friendly Scotland Scheme is a Scottish Government supported scheme designed to provide mothers with positive experiences of breastfeeding when out and about thus enabling mothers to feel confident and supported to breastfeed their child.

We are proud to announce that Grove Health Centre has signed up to this scheme. This means:

- Mothers are welcome to breastfeed their child within our building in comfort and without interruption
- We will be displaying material within our building advising mothers that we are part of this scheme
- Our staff will never ask mothers to stop breastfeeding, cover up if breast feeding, move their seat or breastfeed in a toilet
- If a mother requests a private area to breastfeed, we will try to accommodate this as far as reasonably possible by providing a consultation room if free.



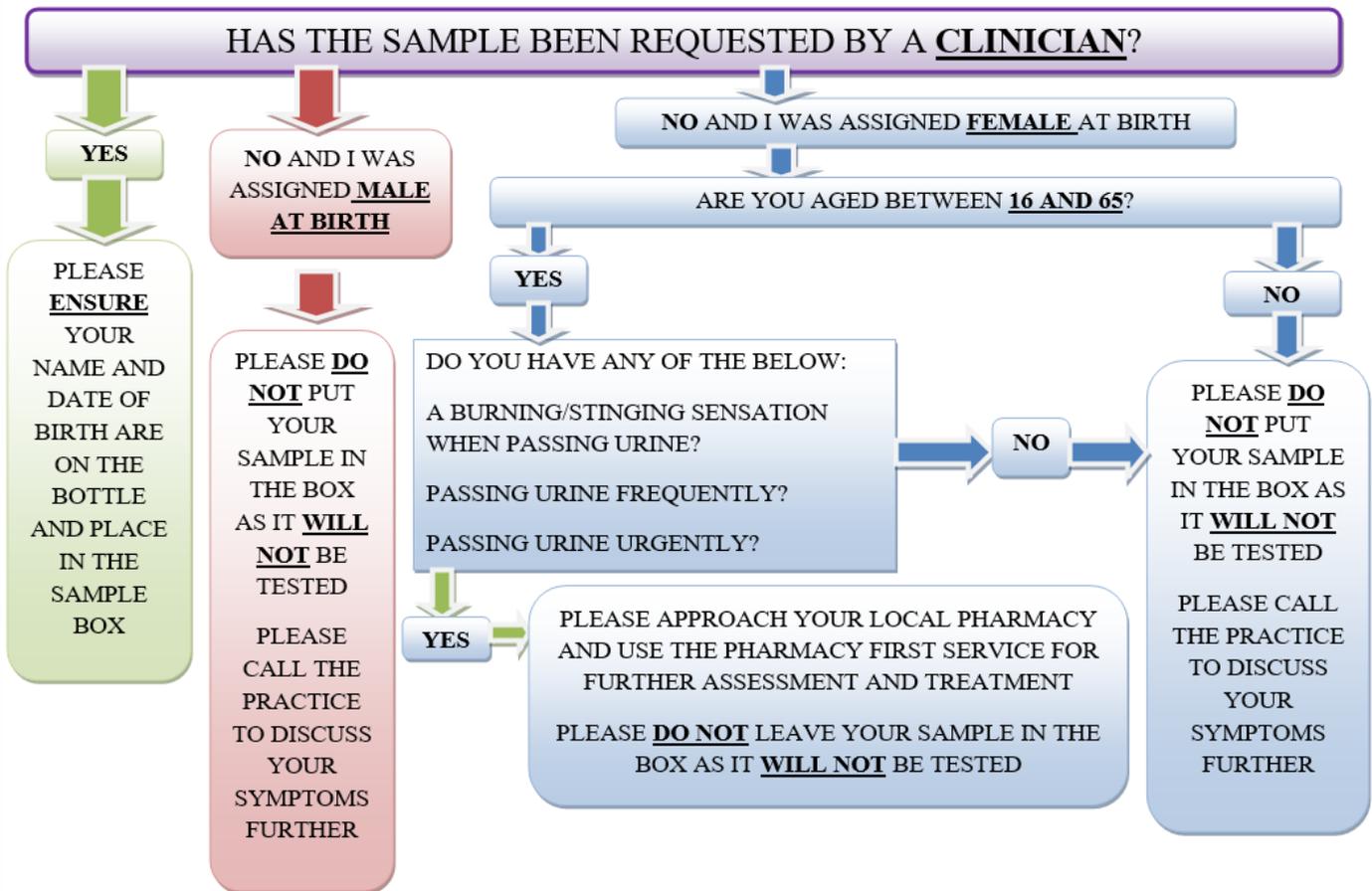
Changes to our procedures regarding samples

Our procedures regarding urine samples has now changed. Unfortunately, we have noticed increasing numbers of urine samples being handed into the practice that have not been requested by a clinician. This causes a number of challenges for our clinical staff. They are unsure as to the reason for the urine sample being handed in, there are no clinical indications provided to determine those reasons, some samples are not labelled correctly or contain missing details and it causes increased workload to our clinical staff who then have to contact patients back to enquire about the sample. Sadly, this is not sustainable. For this reason, the below procedures will now be applied to all samples handed into the practice:



URINE SAMPLES

PLEASE FOLLOW THE BELOW FOR THE CORRECT PROCEDURE



New telephone system



From Monday 11th July, the practice will have a new telephone system installed. Following on from patient feedback, we will be increasing the number of lines available for patients when contacting the practice. It's important to note that our telephone lines will continue to be busy at 8am each morning when patients are making contact with the practice seeking appointments however the increased number of line will reduce the likelihood of patients obtaining an engaged tone.

During this installation, we will also have call recording installed within the practice. This means **all incoming and outgoing calls will be recorded** for patient and staff safety, staff training and quality improvement. All recordings will be kept by the practice for 14 days before being deleted.

We do not anticipate any challenges with the installation of our new phone system and our telephone number will not change.

Appointments from Monday 18th July

Patients may be aware that the practice has been reviewing its appointment system whilst taking into account the easing of restrictions caused by Covid-19. We have also taken on board feedback from patients regarding the challenges experienced when arranging appointments, attempting to pre-book appointments in advance and the challenges faced regarding our current system whereby all GP appointments are currently telephone consultation in the first instance.



From Monday 18th July our appointment system will change to the following:

- ◆ Patients requesting a GP appointment will be asked to provide a brief reason regarding your medical issue. Please note all discussions are completely confidential and our administration staff are bound by confidentiality.
- ◆ Where appropriate, based on the reason you are requesting a GP appointment, our administrative staff may navigate you to a more suitable healthcare provider (in line with current NHS Scotland procedures). We kindly ask patients to consider any alternative option provided to them.
- ◆ Where it is clear that a GP appointment is the most suitable option for you, you will have the option of requesting a face to face appointment with a GP or a telephone consultation. The choice is yours to make however our administrative staff may advise you of an option if that option is felt more appropriate. For example, if you are suffering from acute stomach pains and request a telephone consultation, our staff are likely to ask you to consider a face to face appointment instead as you will likely need further clinical assessment. This helps prevent two appointments being used whilst ensuring both patient and GP time is used appropriately.
- ◆ Appointments will be bookable from 8am each morning and patients will be able to book an on the day routine appointment or a pre-bookable appointment available at 1,2 or 7 days in advance. By changing to this system, this ensures that the practice has pre-bookable appointments available each day for patients to access (the table below provides further details).
- ◆ Like many practices, we have a finite number of appointments available to book each day. Once all of our appointments are fully booked, patients will be advised to contact the practice back the following day. Patients who feel their medical condition is an emergency and cannot wait until the next day to contact the practice back, should request an emergency appointment.
- ◆ Where a patient requests a face to face appointment, they will be provided with a time to attend the surgery. Patients can request a specific doctor for all routine appointments and our staff will aim to satisfy your request. Where this is not possible, patients will be provided with alternative options.
- ◆ Where a routine telephone consultation is requested, patients will now be provided with a time frame as to when they will receive a call from the GP. Unlike our current system, where patients are advised of a morning or afternoon telephone call, patients will now be advised of a one hour time frame as to when they will likely be called e.g. between 10am and 11am.
- ◆ Where an emergency appointment is requested, these will continue to be a telephone consultation in the first instance. Unfortunately, we are unable to accommodate specific GP requests as an emergency appointment is dealt with by any GP available. We will also be unable to provide a one hour time frame as to when you will receive a call from the GP as the emergency requests are actioned as and when a GP has time to action the request. Patients will, however, still be advised whether the call will be in the morning or the afternoon.

The table below details when pre-bookable appointments are available to book:

Day patient contacts Practice for appt'	Appointments available	Appointments available	Appointments available	Appointments available
MONDAY	MONDAY	TUESDAY	WEDNESDAY	MONDAY (FOLLOWING WEEK)
TUESDAY	TUESDAY	WEDNESDAY	THURSDAY	TUESDAY (FOLLOWING WEEK)
WEDNESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEDNESDAY (FOLLOWING WEEK)
THURSDAY	THURSDAY	FRIDAY	MONDAY	THURSDAY (FOLLOWING WEEK)
FRIDAY	FRIDAY	MONDAY	TUESDAY	FRIDAY (FOLLOWING WEEK)

Care Navigation from Monday 18th July



From Monday 18th July, the practice will be fully implementing its Care Navigation system. Since March 2022, our practice staff have progressed through nationally recognised training regarding care navigation and the practice is now at a stage to implement this system fully.

When contacting the practice, our staff will ask you for a brief description as to why you are requesting an appointment. This enables our staff to identify whether your need for an appointment would be better navigated to a more appropriate healthcare professional suitable for your needs.

Our staff will never offer clinical advice or triage your call. Care Navigation is a new way of working and enables patients to see a more appropriate healthcare professional within the practice team or somewhere else.

By working this way, this helps free up time and appointments for patients with more complex care needs, or serious health conditions, which can only be managed by a GP. More importantly, it means patients are seen first by a healthcare professional best suited to manage their clinical problem.

The choice is always yours though and you will never be refused a GP appointment. However, by considering the advice of our administrative team, you will be helping us maintain our appointments for those patients who cannot be navigated to an alternative healthcare professional whilst enabling you to be seen by the correct person, at the correct place and at a time suitable to you.

Thank you for your understanding.

Deafness

The practice has a hearing loop system which is available for use by patients when required. However, we are conscious that this system is not suitable for patients who may be deaf.

It can be challenging for patients who are deaf to arrange appointments or seek medical assistance. At present, there are two options available for patients who need assistance. Relay UK is an app that patients can download onto their phone. Patients then use the app to contact Relay UK who then make contact with the practice for further assistance whilst relaying any information back to the patient via text.

Alternatively, Contact Scotland is another service that is available. Contact Scotland works in a similar way to Relay UK except it provides the user with a video link to enable a conversation to occur through a BSL interpreter rather than via text.



NHS

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

The receptionist might suggest other professionals that could help you better such as:

- Opticians
- Pharmacist
- Nurse
- Family services
- Support groups

As time progresses, more and more services will become available to Primary Care to assist with Care Navigation. At present, our staff will suggest some of the services below if they feel your medical need would be better assessed by a more suitable healthcare provider:

- Physiotherapy
- Pharmacy First Scotland
- Dentist
- Optician
- Practice Pharmacist
- Advanced Nurse Practitioner
- Sexual Health Clinic
- Midwife or Health Visitor
- Minor Injuries
- A&E (life threatening situations).