

Autumn Newsletter 2022

Welcome to our Grove HC Newsletter

[ADULT COVID-19 AND FLU CAMPAIGN 2022](#)

The Winter Covid-19 and flu vaccination programme is now underway and will run until the end of December 2022. Patients who are most at risk will be offered the vaccinations first and we would strongly encourage patients who are invited to attend for an appointment to consider taking up the offer of a vaccination.

All adults aged 65 and over will be contacted in the coming weeks. NHS Tayside will contact patients by letter with an appointment date/time to attend for a vaccination. NHS Tayside will be contacting patients by age and priority groups and will be starting with all patients aged over 80 years. All other patients should wait until they are contacted by NHS Scotland to attend for a vaccination.

Housebound patients who have received vaccinations at home previously will be contacted separately by NHS Tayside who will arrange for their team to vaccinate you at your home. If you are recently housebound and require vaccinated, please contact the practice after 2pm to discuss further.

Patients who are eligible for both vaccinations can be given both jabs at the same appointment. However, Covid-19 vaccinations can only be given 12 weeks after your last dose so you may need two appointments if you have recently had a Covid-19 vaccination.

Patients wishing more information on both vaccines can visit:

www.nhsinform.scot/wintervaccines



**Don't let your
protection fade
this winter**



CHILD FLU CAMPAIGN 2022

The flu vaccine will reduce the risk of your child getting or spreading flu to friends and family who are at greater risk from flu. It will also help prevent your child getting sick with flu and needing time off school or nursery.

The flu vaccine will be offered to all:

- Children aged 6 months and over with eligible health conditions
- Children aged 2-5 years and not yet at school
- Children currently at primary school
- Children currently at secondary school

Parents / guardians with children not currently at school will be contacted by NHS Tayside with details of how to arrange an appointment and where to attend. School children will be provided with consent forms for parents / guardians to sign and the vaccination will be provided within school.

Further information regarding the child flu vaccination can be found by visiting:

www.nhsinform.scot/childflu

SCOTTISH GRADUATE ENTRY TO MEDICINE (SCOTGEM)

As a practice, we are fortunate to be able to provide a training environment for medical students. This year, the practice is participating in the ScotGEM course. ScotGEM is a four-year long programme run by the Universities of St. Andrews and Dundee and is designed to develop doctors interested in a career as a GP within NHS Scotland.

We would like to welcome Matthew Allen who joins us for a year. Matthew is a 3rd year ScotGEM medical student and will be based in the practice every Monday, Tuesday and Friday morning. Once his induction period is complete, Matthew will be providing surgeries which are overseen by a GP of the practice. This enables Matthew to gain the clinical experience he requires to become a doctor. Patients may find they are offered an appointment with Matthew and we are grateful to our patients for accepting such appointments. As mentioned above, Matthew has a GP allocated to him throughout the day and any plan regarding your care is fully discussed with a GP prior to you leaving the practice.

PRACTICE CLOSURE DATES

The practice will be closed on Monday 10th October for a public holiday. NHS 24 will be providing urgent care cover. If you feel your medical condition cannot wait until the practice reopens on Tuesday 11th October, you should contact NHS 24 by dialling 111. In a life threatening situation, you should dial 999 and request the ambulance service.

The practice will be closed for staff training on the following dates:

- Wednesday 9th November – 12:00 to 13:00
- Thursday 17th November – 12:00 to 13:00
- Friday 25th November – 12:00 to 13:00

If, during the above times, you require medical assistance you should contact the practice on 01382 778881. The telephone message system will provide you with an alternative telephone number to dial for further assistance.

STAFF UPDATES

The practice recently said goodbye to Dr Thakur who joined us as a Career Start GP. Dr Thakur has taken on a partnership at a practice within Tayside and we wish him all the best for the future.

The practice welcomed Drs John Sinclair and Angus Boyd recently. Both doctors are currently completing their GP traineeships at Grove Health Centre. Patients may be provided with an appointment for either doctor who is overseen by a GP at the time of your appointment.

APPOINTMENT UPDATES

Patients will be aware that we recently changed our appointment system to provide more pre-bookable appointments whilst continuing to offer on-the-day appointments and emergency appointments. Patients are also offered the choice of a face to face appointment or telephone consultation depending on their preference. We have also increased the number of lines coming into the practice whilst doubling the number of staff answering all calls at 8am each morning.

A recent survey of 300 patients (5% of our practice population) has shown that 98% of patients were either satisfied or very satisfied with the above changes. We will now continue to audit this new system to determine where further changes can be made to improve the service offered to our patients further. Details of the recent survey can be found by visiting our practice website at www.grovehc.co.uk

HELPFUL INFORMATION / PRACTICE UPDATES

Alternative services available to patients when contacting the practice:

- **PHYSIOTHERAPY** – patients seeking assistance regarding muscular pain, joint problems or back pain may be offered an appointment to attend a physiotherapist using the First Contact Physiotherapy service. This enables patients to be assessed regarding their problem, advice given and referral for further investigation if required.
- **PHARMACY** – patients may be directed to a pharmacy of their choice if their medical issue can be assessed and treated (if required) by the Pharmacy First Service.
- **SOURCES OF SUPPORT SERVICES** – can assist with social isolation, housing issues, self help resources to improve mental health wellbeing, core/essential needs (food / fuel), financial issues, lifestyle issues and employability (work, training, learning). If you wish referred, please speak with a member of our reception team who will assist you further.
- **MENTAL HEALTH SERVICES** – the practice will soon (October / November) be able to offer patients an appointment with a Mental Health Practitioner regarding any mental health challenges they may be facing. Please monitor our practice website / facebook page for further information.
- **MINOR INJURIES** – Patients who seek an appointment for strains / sprains, wounds, minor burns, minor bumps to the head or face, insect bites or stings will be directed to contact NHS 24 on 111. Their symptoms will be assessed by NHS 24 and, where appropriate, patients will be given a time to attend a Minor Injuries or A&E department for further treatment.
- **VACCINATIONS** – the practice no longer provides vaccinations. Patients who require travel advice should contact 01382 423108 for further assistance. Patients who feel they require other vaccinations should also contact 01382 423108 to discuss their needs further.

Car parking at Grove Health Centre:

- We would like to gently remind all patients/visitors to refrain from using the staff car park when attending the practice.

Prescription requests:

- The practice requires two full working days to process prescription requests. Unfortunately, we are noting an increasing number of requests being made due to patients ordering their medication too late. We kindly ask patients to monitor their medication and order when they have 7-5 days left of medication.

Mobile phone numbers:

- The practice will be updating the text messaging service that it currently uses. The new service will integrate with our clinical systems. The practice will be making a concerted effort to obtain from patients their mobile phone numbers over the next number of months and we are grateful to you for providing any mobile telephone number you may have.