



DID YOU KNOW?

What is CTAC (Community Treatment and Care)?

Who employs the staff who work for CTAC?

The staff are employed by NHS Grampian - they work in the practice but are not employed by the practice

What do they do?

The staff that we have in Inverbervie under CTAC are the Healthcare Assistant who deals with blood tests, blood pressure tests, ECG's and the Treatment Room Nurses who deal with dressings, Dopplers, some blood tests and medication injections.

When are they in the practice?

The Phlebotomist (Blood Tests) works: Monday-Friday

The Treatment Room Nurse is in the practice: Wednesday and Friday 9 a.m. to 1 p.m.

How many hours do we get as a practice?

37 Hours of Healthcare and
8 hours of Treatment Room Nurse care.

What happens when the CTAC staff take holidays/sick leave?

The practice gets limited cover/or no cover when the CTAC staff are on annual leave, which can mean a lengthy wait for a blood test, or nurse appointment. If the Clinical Team decides if the blood test is urgent, provision will be made for this.

If the CTAC staff member is off sick, the Health and Social Care Partnership (part of the NHS) tries to see if cover is available. If no cover is available, the patients will be cancelled.

The practice will not pick up this extra work as non-essential CTAC services became the responsibility of NHS Grampian in 2022.

The adequacy, available capacity, or sickness absence within this service does not create an obligation for the practice to step in to fill any gaps without a contractual agreement to do so.

Can the Practice we get extra funding?

At present, we cannot get additional funding, but we always try for more Treatment Room hours, as we are aware that we don't have enough dressing appointments on a weekly basis.

Hospital Blood Hub

At present, if you are asked to attend for blood tests for your hospital appointment, you are more likely to attend Kincardine Community Hospital (KCH) in Stonehaven.

From Tuesday 25th March 2025, and every Tuesday thereafter, Inverbervie Medical Practice will also be a blood hub.

You must telephone the usual hospital number which is [01224 555177](tel:01224555177) but you can ask for Inverbervie Medical Practice for your blood test if that is easier for you. This is only for hospital blood appointments and practice bloods will not change.

The practice cannot add you into the hospital blood clinic as it is two different systems.

The Blood Hub being set up in the Inverbervie Medical Practice in March 2025 is to help in and making it easier for patients.

Green Bag Scheme

The green bag is a reusable bag, which patients can use to keep their medicines and supplements together, when they come into hospital.

The green bag is to encourage patients to bring their own medication into hospital which has multiple benefits including:

- Reduction of waste from re-dispensing medicines unnecessarily.
- Reduction of prescribing errors and missed doses.
- Speedier admissions and discharge process.
- Improving communication between the different professionals involved in one person's care.

Patients can pick up a green bag from the Community Pharmacy or from a Pre-operative Assessment Clinic.

Ideally, medicines should be in their original packaging, including boxes, which may detail prescription/dosing information.

If you bring your Green Bag into hospital with you, you should be sent home using the same bag – to keep all your medications together.

Social Support

VSA Aberdeenshire Carers – Tel. 01224 727670 for carer strain and support.

Age Scotland – Tel. 0800 124 4222 for advice on money matters, energy costs, Power of Attorney.

Housing Options Scotland – Tel. 0161 510 1567 for housing advice.

Silverline Scotland – Tel. 0800 470 8090 (24 hour) for loneliness and social support over the telephone.

Fire safety check – Tel. 0800 0731 999 or text "FIRE" to 80800.

Mental Health Support:

Samaritans - call 116123.

Breathing Space - call 0800 838587.

NHS 24 - call 111.

Alzheimer's Scotland – call 0808 808 3000.

Do you need a care management referral?

- Do you have difficulty remembering or administering your medication?
- Difficulty getting washed and dressed?
- Difficulty preparing meals, maintaining nutrition or hydration?

For advice on private home help to assist with cleaning, shopping, advice on social groups and day centres, telephone 0345 608 1206.

If you have medical equipment/aid equipment that you or a relative no longer require, this can be uplifted, by telephoning the Joint Equipment Store on 01467 536161.

If you require equipment you will need to be assessed by the Occupational Therapy Team. This can be done by asking for an occupational referral on 01569 792072.

Useful Information for Patients

If you are looking for self-management tools and techniques to promote independence and engagement in activities of daily living, input for short-term conditions to allow you to get back to baseline levels of function, fatigue management, upper limb and cognitive rehabilitation, functional kitchen and personal care assessments, please telephone the Community Rehabilitation Occupational Service on 01569 792072 for the Kincardine area. This service also applies to patients who are having difficulty getting in and out of bed, getting on and off chairs or the toilet.

If only equipment/adaptations are required, with no rehabilitation needs, you can refer to Social Work on 0345 608 1206.

Community Alarms are for peace of mind at home, if you have recently fallen, and could be a high risk of falling again. There is an associated cost for the community alarm (more information regarding the costs are available on the Aberdeenshire Council website). The telephone number for this service is 0345 608 1206.

If a patient has experienced a fall and/or has difficulty getting up, you can call Aberdeenshire Responders for Care at Home, (ARCH). The telephone number is 0345 608 1206. This service is 24 hour unplanned or urgent care in the community.

If the person is injured after falling - please call 999 for an ambulance.

Weight Loss Injections

We have had lots of requests from our patients for GLP-1 medications (Liraglutide, Semaglutide and Tirzepatide) and our polite decline often upsets or frustrates our patients.

Prescribing those drugs for weight loss by your GP Practice is currently not available in NHS Grampian.

We have been on occasion asked to prescribe Liraglutide, Semaglutide or Tirzepatide for the treatment of Type 2 diabetes.

At present, NHS Grampian are currently reviewing, alongside clinical experts of medication licensed for weight loss, on how prescribing of these medications, when and should be undertaken within NHS Grampian.

We understand obesity is a chronic disease and we want to help and support our patients wishing to embrace healthier changes, and we would be delighted to assist you on that journey, on what services we have available.

The supply of the above medication may be provided via private weight management, however. those services are not affiliated within the NHS and we would strongly encourage that you are completely honest when reporting on your medical history.

Weight Loss (Bariatric Surgery)

Patients who are considering weight loss (bariatric) surgery out with the NHS should read the following information:

1. In line with NHS Scotland recommendations, NHS Grampian supports the position that travelling abroad for surgery without an NHS referral is not recommended and that NHS Scotland is not required to provide pre and post-operative care other than emergency care
2. Weight loss surgery is a package of care. The operation is only one part of treatment. You'll need routine care before and after the actual operation. NHS Grampian is under no obligation to provide this.
3. Care during the first two years after surgery:

Your GP does not provide routine care for the first two years after weight loss surgery. This care is the responsibility of the private surgery provider. If your private provider cannot help, it is up to you to find and pay for these services.

This includes:

- Blood tests – routine blood tests during the first two years must be arranged by the surgery provider. If they can't, you'll need to arrange these yourself.
- Specialist follow-ups – the surgery provider is responsible for follow-up appointments in the first two years. If they don't offer this, you'll need to arrange this.
- Medicine changes – if the private provider recommends changes to forms of medicines (e.g. liquid forms), they must provide prescriptions for them.
- Nutritional supplements – everyone who has weight loss surgery needs lifelong nutritional supplementation. For the first two years, the private provider is responsible for prescribing/supplying these.

Care after two years:

After two years, your NHS GP can take over annual monitoring and prescribing of nutritional supplementation you will need for life.

NHS prescriptions and care will follow NHS Grampian Guidelines, which may differ from what your private provider recommends.

GP's cannot provide these services before two years, as specialist monitoring is needed during this time.

Travel Vaccinations

NHS Grampian are launching a new travel health service in February 2025.

You will be able to arrange an appointment for the vaccinations that are free on the NHS.

The vaccinations that are free are:

- Diphtheria.
- Tetanus and Polio (DTP).
- Hepatitis A.
- Cholera and Typhoid.

The NHS Travel Appointments will take place in Elgin, Inverurie and Aberdeen City (Bon Accord).

It is not possible to receive NHS travel vaccinations in any other vaccination centres.

If you require vaccinations for travel that are not free on the NHS, you can book in with a private provider. Private providers can be found on the link:

www.grampianvax.com/travel-vaccination

Tablets for malaria prophylaxis are not available as an NHS service therefore your GP practice will not be in a position to generate a prescription. Again, the malaria prophylaxis can be given by a private provider, where there will be a charge.

All information about travel vaccinations can be found on:

www.grampianvax.com/travel-vaccination

Coughs and Colds/Respiratory Conditions

As you are all aware, there are a lot of respiratory coughs and colds at this time of year.

Most coughs clear up within three weeks and don't require treatment. The best treatment is hot drinks, regular Paracetamol (two tablets four times a day) for four days. Plenty of rest and not going out to spread it to others.

A dry cough means it's tickly and doesn't produce phlegm (thick mucus).

A chesty cough means phlegm is produced to help clear your airways.

If you are suffering from respiratory symptoms and you have the following:

- Asthma.
- Chronic Obstructive Pulmonary Disease (COPD).
- On treatment for immune deficiency.
- On immune- suppressant drugs such as regular steroids, Methotrexate, Azathioprine or Cyclophosphamide.
- On or recently treated for cancer, leukaemia or lymphoma.

You should contact the surgery if your symptoms are getting worse.

You should also contact the surgery if you are:

- Coughing up blood.
- Have thick yellow, green or brown or bloody phlegm.
- A high temperature that has lasted more than three days with regular Paracetamol.

After you contact the practice, you will be asked to attend a face-to-face appointment usually the same day, so that your chest can be examined to determine if you require medication or not for your respiratory condition as a lot of coughs do not require antibiotics.

Slips, Trips and Falls

Last week the number of patients contacting the practice looking for advice on trip and falls with the snow and ice has been significant.

If you have fallen, and cannot weight-bear, or you are in a great deal of pain or cannot move your arm, etc. you will need to contact 111. They will triage your call and offer where appropriate an appointment time for you to attend A&E.

This will mean that you will be seen quicker as they will be expecting you.

Please do not attend A&E without an appointment as they will turn you away.

We cannot arrange for an x-ray for a fall, this needs to be done by contacting 111.

If you are advised by the practice to contact 111 after a fall, it is the best course of treatment to have an x-ray to check if a bone is broken – we cannot make that decision without the use of an x-ray and this is not available to us apart from going through 111.

Advice when walking on the ice and snow – walk like a penguin.

Inverbervie Medical Practice - Christmas and New Year Closures

The practice is closed on:

Wednesday 25th December and Thursday 26th December 2024

Wednesday 1st January, Thursday 2nd January 2025.

The eConsults will be switched off on the four days the surgery is closed.

If you require medical help while the practice is closed please phone Out-Of-Hours on 111

We hope you all have a lovely time over the festive period staying safe and healthy.

Respiratory Illness

There are lots of respiratory type illnesses affecting the general population at present.

Most respiratory illnesses are self-limiting and will resolve with time and taking simple over-the-counter medication available at the local Community Pharmacist.

If you are asked to attend the surgery, there will be no choice of appointment, as we are struggling to cope with demand versus capacity on those illnesses.

If you are attending the practice with respiratory conditions, there are masks available at the front door, and would appreciate if they can be used to try and protect other members of the community as well as our staff.

The Impact of Winter Pressures on Your Medical Practice

- Many GP practices in Scotland do not have enough Clinical Staff to meet the needs of their patients. This creates a capacity v. demand imbalance that results in a general practice sustainability crisis.
- Inverbervie Medical Practice starts the working day with capacity to deal with a new problem, if however demand is higher than expected, the practice may reach a stage where we consider that a safe maximum capacity level is reached for that day.
- All patients who either send in an eConsult or telephone for an on the day appointment must be able to attend the surgery if the result of the clinical triage requires a face-2-face appointment. We will not be able to offer a choice of appointment as we are working within the capacity we have to offer.
- When the demand has exceeded capacity, the eConsults will be switched off and then switched back on at 7.30 a.m. the following morning. You should only contact the practice for an appointment if you have a genuine urgent problem that cannot wait for the eConsults to be reopened or to call the following day to the practice.
- You can also use NHS inform to guide your self-care or speak to your Community Pharmacy or NHS24 on 111 if they need further advice if the GP practice is at capacity.

Inverbervie Medical Practice has a practice population of 6,000 patients.

Our population covers north to Catterline/Barras, south to the North Water bridge and across to the end of the A90 near Fourdon.

Inverbervie Medical Practice only accepts new patients moving into St. Cyrus or have moved address within St. Cyrus.

This change was made when all the Montrose Practices changed their boundaries last year to not include St. Cyrus within their practice.

This restriction was made so as not to destabilise practices.

eConsult Update

- From the age of 16 years old, the patient should complete an eConsult on their own behalf. The reason for completing it themselves with their contact details is to avoid delay as we will need to contact the patient first to ask for consent to speak to the parent if the parent details are on the form or completed by the parent.
- The age of consent is 16 year old, however, from the age of 14 years of age, the clinical staff can discuss directly with the individual depending on the nature of the problem without parental consent.
- It is important to know that we cannot treat patients who are not in our practice area or abroad when submitting an eConsult as often you are asked to attend for an appointment. Also the practice is not indemnified if we treat/give advice to anyone abroad.
- The appointment is often the same day and therefore you should be available for that if completing an eConsult form. The appointment on the day will not be a choice appointment as the practice has a limited number of appointments that they can offer for something that needs medical attention on the same day after the Clinical Team have triaged the eConsult.
- Please always check your e-mail account including junk mail as we always reply either by e-mail or telephone you (from an 0300) usually the same day as the eConsult completed. This will avoid appointments being wasted. We often text the patient informing the patient that there is a message on their file. If you would like us to use this method please make sure we have an up-to-date mobile number on your file.
- The Clinical Team, if they need to telephone you as a result of the eConsult will try twice (at least an hour apart), and if they don't get a reply, they will send a text message to contact the practice if the number is available and on your file. A message will be left with the Reception Team the action required but the Clinical Team will not speak to the patient the same day if two calls have been missed.

Serial Prescription

The Medicine Care and Review Service (also known as the Chronic Medication Service, or CMS), is a service designed to improve patient care, and help Community Pharmacists work more closely with General Practice staff, in a patient centred approach.

This partnership involves the generation of a serial prescription, which will be ready for the patient to collect directly from their Community Pharmacy, without having to re-order a repeat from their medical practice.

The service is intended for stable patients on regular medication who have a long-term condition.

This may not be suitable for patients on medication which require regular monitoring - resulting in regular dose changes, scheduled 2, 3 and 4 controlled drugs, cytotoxic drugs, drugs requiring titration, contraceptives, and nutritional products.

Please see the link below for more information.

<https://www.nss.nhs.scot/media/1865/mcr-patient-leafletac.pdf>

If you would like to be considered for this service, please contact the practice, or your local Community Pharmacy for further advice and support.

SECRETARIAL

The Secretary in the medical practice deals with all referrals. These can come from most of the clinicians within the practice including GP's, GP students, ANP's, Physiotherapist and Dietetic and Asthma Nurses. Referrals are normally sent electronically using a system called SCI Gateway but many referrals are also sent via e-mail and also paper referrals can be given out for patient's who wish to go private. Private referrals to Albyn Hospital can also be sent via the SCI Gateway system. Patient's who have been referred on the NHS and then who decide to go private can do this, however, the NHS referral will be cancelled once the private referral has been sent as a patient cannot have two referrals to the same speciality running concurrently.

The Secretary will also type all correspondence, including patient letters, To Whom it May Concern Letters including Diabetic letters and Jury exemption letters.

The Secretary also deals with all insurance report requests for patients and also forms that need to be completed for patients, e.g. holiday cancellation forms. She also deals with requests from the DLVA, Social Security Scotland, DWP and many other third party companies and invoices these companies and patients if this is required.

The Secretary is also responsible for all the forms and leaflets that you see within the practice that you might be asked to complete by the clinicians. She also prepares all in-house documentation, such as protocols, that are used by the Practice Staff.

Communication from your Hospital Visit

- The letter is sent electronically to the practice.
- The letter is read by the Data Team and the important information is coded into your medical file under a Priority 1 or Priority 2. Only new information will be added to your medical record.
- The reason for adding the important information with a priority is so that it is added to your referral form should you be referred to Secondary Care (hospital).
- The letter is then sent the Pharmacy Team who will update your prescribing information on your medical records and the Clinical Team will also receive the letter to ensure correct information has been added to your record.
- The Clinical Team will then send the letter back to the data team to ensure the actions that have been asked for are carried out.

The difference between Primary Care, Secondary Care and Third Sector

What is Primary Care?

Primary Care is the first point of contact with the NHS. The four Primary Care contractors are:

- Community Pharmacy.
- General Practice (Your GP Practice).
- Dental.
- Optometry (Opticians).

It is important that you contact the correct service to deal with your problem. Primary Care means that professionals deal with a broad range of physical, psychological and social problems for people rather than specific diseases.

What is Secondary Care?

Secondary Care is referred to as Hospital and Community services. You are usually referred to these services having first been seen by another professional such as a GP, Doctor, Nurse, Optician or Dentist.

Your GP may refer you to Secondary Care if you require specialist care.

Secondary Care means your healthcare provider has transferred your care to someone who has more specific expertise in whatever health issue you are experiencing. Once your care has been transferred to Secondary Care you contact the hospital for your test results and not Primary Care as the scans and tests will have been ordered by the hospital specialists.

What is the Third Sector?

The Third Sector includes charities, social enterprises and community groups which deliver essential services, helps to improve people's wellbeing, and contributes to economic growth. The Third Sector plays a vital role in supporting communities and in transforming and delivering person-centred services.

Requests from Patients not Covered under the General Medical Services Contract

Inverbervie Medical Practice is contracted to provide General Medical Services (GMS), and there are several requests from patients that are not covered under GMS, and therefore, a fee is applied.

If a patient is requesting a form to be completed by the Doctor they will be asked to hand in the form to the reception staff.

The doctor will decide if this is something that they will complete.

The doctor can only provide factual information that is recorded in your medical records.

The doctor cannot complete a form that asks an opinion on a patient's health (for example, this patient is fit to drive a bus).

The patient will always be informed what the charge is before the doctor completes the form.

The doctor will, where possible, complete the form within seven working days.

The following requests that the Medical Practice often deal with are chargeable. The list below includes the types of requests and the cost for each

To Whom It May Concern Letter - £40.

Private Prescription - £60.00 plus the cost of the item at the community pharmacist.
(Maximum three items) on a script.

Completing Sickness/Accident Insurance Forms - £60.00.

Holiday Cancellation Forms - £60.00.

Shotgun Certificate (lasts five years) - £120.00.

HGV Medical - £180.00.

BUPA Health Form – £60.00

If you are waiting for results from tests/scans which were carried out or organised by the hospital, you will need to contact them as it's their responsibility to review the results, inform the patient of the results and manage any onward decisions about treatment required.

Secondary Care (hospital) should avoid directing patients to their GP for the test results.

If a patient is at an out-patient appointment and are informed that they are to commence on medication the hospital doctor will issue the prescription if they want the patient to start the medication within the next seven days.

The GP Practice will not issue any medication until the practice receives the letter from the hospital for an out-patient appointment.

If you are asked to attend for bloods for the hospital, they must be done at the Secondary Care hub. The patient is given the details from the hospital on where to telephone to make the appointment. The GP Practice is not given the list of required bloods and by attending the practice, different bloods to what the hospital consultants want could delay treatment.

The only exemptions are time critical bloods and Oncology bloods.

If you attend Albyn for a private procedure, the wound check and suture removal is not done at the GP Practice - it is all offered as standard to all patients attending Albyn.

Appointment Cancellations and Results Line

Did you know?

1. If you are unable to attend your appointment the practice requires 24 hours notice. This will allow your appointment to be filled with another patient of the practice.
2. The preferred option for cancelling appointment is to telephone the practice between 8.00 a.m.-12.30 p.m. or 1.30-5.00 p.m. where you will be able to speak to the Practice Reception staff. If you e-mail the practice, the e-mail addresses are only checked several times throughout the day, and if you cancel your appointment close to the appointment time and we don't check the e-mail - it will be recorded in your notes as a did not attend.
3. The result line is only manned between 1.00-5.00 p.m. This is the only time that your results will be given out by the Reception staff despite when your bloods/tests were taken or ordered by us.
4. The result line should only be used to ask what the result is and the Reception staff will only give the message that has been left by the Clinical Team - this includes asking for test values. If you require further information after you have received the result, you are required to complete an e-Consult form using the advice section or telephone and ask for the next routine telephone appointment with the Clinical Staff to ask further questions

e-Consults

At Inverbervie Medical Practice we are encouraging more patients to complete an e-Consult. This provides the Clinical Team with lots of information and can often result in a quicker journey for the patient.

How to complete an e-Consult (This can also be done by a family member)

On the search bar type www.Berviemedical.com

You will see a blue square with a red button that says – GET STARTED.

When you click on the red button, you will be asked what help do you need from your GP Practice? The choices you have are:

- a) Adult Health Problems**
- b) Child Health Problems**
- c) Sick Notes, Test Results or Administrative Help**
- d) Reviews for Long Term Conditions, Medication or Contraception**

You select the most appropriate one for your health needs.

If you click on the adult or child health problems, you will be asked what condition from a list that you want to ask about. You can always check first if the Pharmacist would be able to help you or you can get self- help advice from NHS inform. If you feel after looking at those options, you still need to contact the practice, you will click on the bar that says – I STILL WANT TO CONTACT MY GP PRACTICE.

This will take you through a sequence of questions which will provide additional information to the Clinical Team to help you with your health problem. This can often start the process quicker by arranging blood appointment first before an appointment with the Clinical Team so that they have the results available at your appointment.

Once we receive your e-Consult, you will always have communication back from the practice by 6.30 p.m. the following day. You will either receive an e-mail back (e-mail used is the e-mail address you completed in the e-Consult form although it is worth checking your junk mail too) or a telephone call.

Please make sure that you check your e-mails regularly once submitting an e-Consult as we often offer you a face-to-face appointment the same day you submit your form.

If we telephone you (FROM A 0300 NUMBER) and you don't answer the call, we will try again later that day so there is no need to contact us to inform us of a missed call. If we try you again, and still no answer, a message will be left for you to contact the surgery but your problem is not likely to be dealt with that day since two calls have been missed.

The practice is happy to help you send a test e-Consult, if this is something that you would like to be shown how to do. Please contact the practice and let the reception staff know and this will be arranged for you at a suitable time in the practice.

Physiotherapy

1. If you have a new joint or muscular problem you can make an appointment for a first contact physiotherapy consultation where you will be assessed and given appropriate guidance.
2. If you have a pre-existing joint or muscular problem you can access information and advice and can self-refer to physio from the physiotherapy website: www.mskphysiogramplan.scot.nhs.uk.
3. If you have a foot or ankle problem and are looking for treatment you can self-refer to podiatry and access information on various conditions by going to www.nhsgramplan.org and going to the Aberdeenshire podiatry section.
4. The Paediatric Physiotherapy service run a children and young person's advice line twice a week. This is available to anyone with questions or concerns about a child's mobility, any recovery from injury, or if the child is not hitting expected milestones. The line is open every Wednesday (1-3 p.m.) and Friday (11 a.m.–1 p.m.) on [01224 559 877](tel:01224559877).
5. If you or any family member would like information on Women's Health issues including continence/pelvic floor advice you can access information on <https://sway.cloud.microsoft/wNxH7XLMx69wfw09?ref=Link>
6. If you or a family member are struggling with arthritis you can access useful information on the Versus Arthritis UK website.
7. If you or a family member are struggling with chronic pain you can access some useful information and management strategies by looking on www.gpm.scot.nhs.uk website.
8. If you have a hand or wrist condition you can access some useful information and advice by visiting the Aberdeen Virtual Hand Clinic and looking at the patient information section at www.aberdeenvirtualhandclinic.co.uk



[Aberdeen Virtual Hand Clinic](http://www.aberdeenvirtualhandclinic.co.uk)

Giving Realistic Medicine a Hand

www.aberdeenvirtualhandclinic.co.uk

Midwifery

1. There is a Community Midwife that works at Inverbervie Medical Practice. The midwife will provide antenatal care from the practice and also postnatal care for mum and baby in the home environment when your baby is born.
2. The Midwife will review you for scheduled visits during your pregnancy. She will offer you screening bloods test, arrange ultrasound scans and will refer you for medical reviews when necessary. The midwife is there to guide you during your pregnancy by answering any questions and offering support as needed.
3. A first booking review is normally held between six to eight weeks into your pregnancy. Women are advised to contact the surgery in the first instance where you will be allocated the first available slot.
4. Contact for the Community Midwife will be issued when your pregnancy has been booked.
5. Ultrasound scans and some medical reviews will be carried out more locally at Kincardine Community Hospital avoiding the need for your families to travel into Aberdeen.
6. Antenatal clinic is held Monday [0900-12.30](#) at the practice

For further information regarding maternity services across Grampian please visit:

www.birthingrampian.scot.nhs.uk

Repeat Medication

1. Inverbervie Medical Practice and Michie's Community Pharmacist work closely together to make sure the patient receives their medication on time.
2. Your prescription will be ready for collection 72 working hours after submitting your request. Please make sure you order your medication in plenty of time especially if you are going away on holiday.

It is the patient's responsibility to make sure that they don't run out of medication.

3. The table below shows when you should collect your medication from the pharmacy.

When you requested your prescription either by email , on-line services, handing in slip to local pharmacy or surgery	Day you should collect script from pharmacy or surgery
IF you handed in request on a:	When to collect?
	FROM PHARMACY:
Saturday	Wednesday after 2 p.m.
Sunday	Wednesday after 2 p.m.
Monday	Thursday after 2 p.m.
Tuesday	Friday after 2 p.m.
Wednesday	Monday after 2 p.m.
Thursday	Tuesday after 2 p.m.
Friday	Wednesday after 2 p.m.

4. If you telephone the practice, and ask if your prescription is ready and going to the pharmacist, the staff will ask when you made the request and you will be advised on what day to telephone back to check as we will not be checking if the 72 hours allowed has not passed. The reason we will ask you to phone back is because of the volume of scripts that are being processed.
5. We thank you for your co-operation with dealing with ordering prescriptions. We hope this system makes it easier for everyone and not result in several visits to the pharmacy as the script is not ready for collection.

The Prescription E-mail

1. gram.inverbervieprescriptions@nhs.scot is for requesting prescriptions only. It is not for asking general advice.
2. If you require general advice, you must complete an e-Consult under the general advice section of the form or telephone the practice.
3. If your prescription is set up for Chronic Medication Service (CMS) prescribing you do not need to order your medication from the practice. This is automatically done for you and the Pharmacy will have your medication ready every eight weeks.

If this is something you are interested in (can only be done on medication that is long term and stable) please discuss this with the Pharmacist or when ordering your medication on your repeat slip ask if this can go on CMS.

4. If you are looking for information out of your medical records, you must ask under Subject Access Request (SAR), and this information can take up to a calendar month to be provided to you. We will always try and get it done quicker than the month, but please do not contact the practice asking for the information if the calendar month has not passed.
5. Once we have reached a safe capacity, and we have no more available appointments, you will be asked to telephone back the next day if it's not an emergency that requires to be dealt with that day. You can still complete an e-Consult form which will be triaged and replied to by 6.30 p.m. the following day.

The practice and Michie's chemist require 72 working hours to process your medication requests so that it's ready when you collect it. This will then mean that all the medication you requested will be available for collection at the same time. The practice has different systems for repeat medication and medication that has not been added to your repeat list as extra monitoring is required by the Clinical Staff.

An emergency supply of medication can be obtained from the chemist if the surgery is closed and your medication is something that you take regularly and is on a repeat re order form

You can sign up to our on-line repeat prescription service. This means that you don't need to send an e-mail, instead you sign into the on-line system and your repeat medication will be displayed for you. You then simply tick the items that you require and the request is sent to the practice. If this is something you are interested in, please e-mail gram.inverbervieprescriptions@nhs.scot and this can be set up for you.

A community pharmacy can give you advice and treatment (if you require this) for all minor ailments. Some examples of this are: hay fever, emergency contraception, thrush, warts and verruca's, head lice and allergies, etc. You can ask at reception or at the local chemist for a leaflet explaining Pharmacy First. Pharmacists, like GP's, can only produce certain medicines and products on the NHS. This service is free for patients.

We operate a triage service and have done so since March 2020. If you telephone the practice, and ask for an appointment, you will be asked if you could complete an e-Consult form on the Bervie Webpage. If you cannot complete a form, the Care Navigators will ask you a few questions so that they can direct you to the appropriate Clinical Team member, or service out-with the practice. They have received a lot of training to be in a position to provide this information.

If you telephone the practice, and wish to be dealt with that day, you must be available to either receive a call from the Clinical Team or be able to attend the surgery for a face-to-face appointment. We cannot give a choice of appointments as the Clinical Staff will be prioritising the patients depending on their clinical assessment.

If you want advice, and it is not required for on the day appointment, an e-consult form should be completed.

If you complete an e-consult form, your problem will be dealt with by the Clinical Team before 6.30 p.m. the following working day. You will either be given advice, an appointment to be seen, or a plan of what the Clinical Team wants to try first. The format we will use will be a reply to the e-consult or telephone you.

Once we have reached a safe capacity, and we have no more available appointments, you will be asked to telephone back the next day if it's not an emergency that requires to be dealt with that day. You can still complete an e-Consult form which will be triaged and replied to by 6.30 p.m. the following day.

The phlebotomy service is a Community Treatment and Care Service (CTAC) which means that we do not employ the staff or manage the staff. It is managed under the Health and Social Care Partnerships. When the phlebotomy staff are on annual leave or sick leave, we only receive limited cover during those times, therefore the wait for a blood appointment could be a longer wait than usual.

A recent audit that we carried out on the phlebotomy service demonstrated that 12% of the patients did not attend their appointment. This equated to two hours of wasted appointments in a three day period. Please telephone the surgery if you no longer require your appointment or unable to attend. This allows another patient to have an appointment.

Community Pharmacies can treat Urinary Tract Infections (UTI) for women aged over 16 years. The patients that they cannot treat are women who have recently had a UTI and treated with antibiotics.

1 or more UTI's in the past 28 days.

2 or more UTI's in the past six months.

3 or more UTI's in the past year.

Or

Not able to treat women with catheters, diabetic patients, allergic to Trimethoprim or women who are pregnant.

We only send prescriptions down to Michie's in Inverbervie. If you do not want your prescription to be sent there, you can either collect your script at the surgery, or provide the practice with Stamped Address Envelopes (SAE) to your preferred pharmacist.

The most appropriate place to seek help for eye problems are your Optician not your Doctor. The Doctor's do not have specialist equipment to look into your eyes.

Opticians can provide on the day appointments for emergency eye care but are likely to triage your problem first. This is an NHS service.

The Optician can refer direct to the eye specialist at the hospital for any further treatment if that is required.

Conjunctivitis is a common eye problem and this can be dealt with first by attending the local community pharmacy.

At Inverbervie Medical Practice, we have three telephone line options:

Option 1 - This is for a genuine medical emergency. You should consider if you are experiencing life-threatening symptoms such as a heart attack, stroke, difficulty in breathing, and this should just be a 999 as this is what we will advise. If you call the surgery and choose option 1 and it's not an emergency, you could stop another patient who is requiring emergency treatment not to be answered as we only have one line available on this option.

Option 2 - This option is for triage to arrange a clinical appointment as you are not able to complete an e-consult form, a nurse's appointment, a phlebotomy appointment, or general enquiries. This option is not for test results, and you will be asked to call back if you ask for the test results out with the hours of 2.00 p.m.-5.00 p.m.

Option 3 - This option is for test results. The practice's policy is that test results are only given out between the hours of 2.00 p.m.-5.00 p.m. This is for all test results even if they were taken a few days/weeks ago. Please can we ask that you don't telephone out-with those hours as the staff will ask you to telephone back as they are following the practice policy.

Inverbervie Medical Practice has a blood pressure machine in the little waiting room that you can self-administer.

You do not require to make an appointment for this. Your readings will be handed in to the Reception Team who will pass to the appropriate Clinical Staff member for action.

We only administer the loading doses of Vitamin B Injections (six in two weeks) at the surgery. Once you are on the 12-week regime, they are all done at the Vaccination Centre in Stonehaven. This is a Community And Treatment Centre (CTAC) led clinic.

At Inverbervie we are unable to prescribe Benzodiazepines (such as Diazepam) to patients for fear of flying. They are sedating drugs which can cause safety concerns.

If you are drowsy, your reaction times may be slower, and you may be unable to act quickly in an emergency on-board a flight. If you are drowsy, you may move around less or sit for longer, increasing the risk of a DVT (blood clot) in the leg or even lung. This can have serious (even fatal) outcomes.

On the right side of the car park, beside the fence that separates the surgery from the school, there is a road that takes the Doctors to a car park at the back of the building. The entrance to that must be kept clear at all times so that the Duty Doctor can get out in an emergency. It is marked with double yellow lines, but most weeks, we have to ask a patient to move their car to allow the GP out to attend the emergency.

Not being able to get to the surgery because you don't have transport is not a clinical/medical issue.

If you are coming for a physical examination, think about wearing clothes that are quick and easy to remove. If it takes three minutes to undress/redress, that is a 1/3 of your appointment time wasted.

Currently, the paper medical records in the practice are being boxed up so that they can be back scanned and computerised. This will mean we will not have any paper records in the practice. This additional space will allow us to create an area for practice development and hopefully help to recruit more doctors wishing to specialise in General Practice.

If you are currently waiting to see a Secondary Care specialist at a hospital, and you wish to find out where you are on the waiting list, it is your responsibility to telephone and ask. The best telephone number to use is 0345 456 6000 and ask for Outpatient appointments of the speciality you are waiting for.

There are things that you can do to help you while you are waiting to see a healthcare specialist. Visit the waiting -well hub on www.nhsinform.scot/waiting-well.



[Waiting well](http://www.nhsinform.scot/waiting-well)

Support your health and wellbeing to be the best it can be if you're on a waiting list

www.nhsinform.scot

Taking positive steps now to look after your health and wellbeing can help you to:

- a) Ease some of the symptoms.
- b) Manage or improve your health.
- c) Stop new problems starting.

Patients should only email the practice for prescriptions using:

gram.inverbervieprescriptions@nhs.scot

Or if you have been asked to send in photographs, and you are not able to complete an e-consult, use:

gram.inverbervieadministrator@nhs.scot

If you require to contact the practice for anything else you should complete an e-consult form from www.berviemedical or telephone the practice on 01561 361260.

URINARY TRACT INFECTION INFORMATION

Over the last six months we have been auditing all the samples of urine handed into the surgery. We have decided to change our policy, as we receive too many samples which are not appropriate without discussion with a Clinician first, or could have been dealt with by the Community Pharmacy.

Have you suffered from the following?

- One (1) or more UTI's in the past 28 days?
- Two (2) or more UTI's in the past six months?
- Three (3) or more UTI's in the past year?

Or

- A diabetic patient.
- Allergic to Trimethoprim.
- Pregnant.
- Existing history of kidney/liver/blood problems or are taking immunosuppressive medication.

If **No** to all of the above, and you are female and over 16 years of age and having urinary tract infection symptoms, **you should attend the community pharmacy.**

If **Yes** to any of the above, it is preferably better to complete an e-consult form, so that we can gain more information. If you do decide to hand in a sample of urine to the surgery, the form must be completed correctly with all symptoms, and what category you fit into from the list above.

If the form is not completed correctly, the sample will be destroyed, and another sample will be asked for which could delay treatment.

SAMPLES MUST BE HANDED IN BY 11.00 A.M.

1. Samples must be handed in by 11.00 a.m. - late samples will only be accepted if a clinical member has asked for this to be handed in after the cut off time.
2. Please make sure that you have a contact number on the form and are available to take a telephone call in case we require further information from you.
3. When the sample is tested it is a clinical decision whether or not the sample is sent to the laboratory for further testing. Not all samples are sent to the laboratory.
4. Not all samples that are tested positive at the surgery are automatically given an antibiotic. It is often felt clinically better to wait until the result is available from the laboratory.
5. If a urine sample is handed in to the practice inappropriately, this will mean that we have one less blood appointment available that day.
6. If a sample of urine is handed in, please telephone back between 4.00-5.00 p.m. for the result.

DISTRICT NURSING SERVICE

The District Nursing Service is made up of Community Nurses and Healthcare support workers who can assess, plan, and implement nursing interventions to people within their own home environment. This includes wound care, bladder and bowel care, injectable medications, bloods tests, palliative support, and end of life care though this list is not exhaustive.

Referral criteria to the DN Service: a person is unable to leave their home without considerable support/assistance to attend a health centre or that they are unable to leave home following a period of illness in hospital that requires interim nursing care to support recovery. If the individual can leave home regularly to attend hair and beauty appointments, shopping outings or can visit the Doctor at the practice they would not meet the criteria for referral.

The District Nursing Service Operates on:

Monday - Friday 08.30 a.m.–5 p.m. (weekdays) [01561361378](tel:01561361378).

Saturday and Sunday 08.30 a.m.- 5 p.m. (weekends): [01569 792046](tel:01569792046).

A Community Nurse should agree a date of visit with an A.M. or P.M. time-frame for visiting, the service does not run an appointment system. Due to nurses being out of the office for parts of the day on visits, messages can be left on the main answerphone where it will be checked on return. You should leave a name and contact number for call back.

REFERRALS

1. If an NHS referral is made by the practice to a specialist in hospital (Secondary Care), and you then decide you wish to have a private referral, the NHS referral is automatically cancelled by the practice at the time of the private referral. It is not possible to have an NHS referral and a private referral to the same specialist concurrently.
2. If you are referred to an NHS hospital specialist you may want to know what the waiting time is for you be seen by them.

The link is:

https://www.nhsgrampian.org/siteassets/about-us/waiting-times/expected_op_waiting_times-information_for_public_website.pdf

3. If you are asking a doctor to complete a private form, the form must be handed into the surgery in the first instance, as we may not complete the form depending on the nature of the form.

If the form is being completed by the doctor, there will be a charge as its private work. You will be notified of the cost before the form is completed and payment will be required before the form is completed. If we are not able to complete the form, you will be notified within two working days. If the form is being completed by the doctor, you will receive a telephone call once the form is ready for collection.

4. If the Clinical Team tries to call you, and have been unsuccessful, they will try again later in the day. There is no need to telephone us back to inform us that you have missed the call. If you are not available after the Clinical Team have tried contacting you twice, you will be asked to either complete another e-consult or telephone back the following day. The telephone number that we will telephone you from is an 0300 and you should always be available for a call back if you request advice or leave a message with the Reception Staff asking for someone to telephone you back that same day. If you have booked a telephone call appointment, you will be advised if it's a morning or afternoon appointment, again the Clinical Team will only try twice. We will always try where possible to leave you a short message informing you that there is message on your file. The 0300 number is used throughout the whole of NHS Grampian, including hospital outpatient appointments, not just for Inverbervie Medical Practice.
5. Inverbervie Medical Practice can only provide test results/x-ray results/scan results that are requested by the Clinical Staff at this practice. The results for the tests that are ordered by our Practice Team will be available in our clinical system.

We are not in a position to give out results on any tests that have been requested by the hospital team, the results are sent back to them, and they are responsible for communicating the results to you not us. If you telephone the department and are advised that your GP has the result, and they can give you the result, we will ask you to phone back the hospital as this is not correct procedure.

MIDWIFE INFORMATION

There is a Community Midwife that works at Inverbervie Medical Practice.

The Midwife will provide antenatal care from the practice, and also postnatal care for mum and baby in the home environment, when your baby is born.

The Midwife will review you for scheduled visits during your pregnancy. She will offer you screening bloods test, arrange ultrasound scans and will refer you for medical reviews when necessary. The Midwife is there to guide you during your pregnancy by answering any questions and offering support as needed.

A first booking review is normally held between six to eight weeks into your pregnancy. Women are advised to contact the surgery in the first instance, where you will be allocated the first available slot.

Contact for the Community Midwife will be issued when your pregnancy has been booked.

Ultrasound scans and some medical reviews will be carried out more locally at Kincardine Community Hospital avoiding the need for your families to travel into Aberdeen.

Antenatal clinic is held Monday 09.00-12.30 at the practice.

For further information regarding maternity services across Grampian please visit:

www.birthingrampian.scot.nhs.uk

The prescription email:

gram.inverbervieprescriptions@nhs.scot is for requesting prescriptions only.

It is not for asking general advice.

If you require general advice, you must complete an e-consult under the general advice section of the form, or telephone the practice.

If your prescription is set up for Chronic Medication Service (CMS) prescribing you do not need to order your medication from the practice. This is automatically done for you and the pharmacy will have your medication ready every eight weeks.

If this is something you are interested in (can only be done on medication that is long-term and stable) please discuss this with the Pharmacist or when ordering your medication on your repeat slip ask if this can go on CMS.

If you are looking for information out of your medical records, you must ask under Subject Access Request (SAR), and this information can take up to a calendar month to be provided to you. We will always try and get it done quicker than the month, but please do not contact the practice asking for the information, if the calendar month has not passed.

Once we have reached a safe capacity, and we have no more available appointments, you will be asked to telephone back the next day if it's not an emergency that requires to be dealt with that day. You can still complete an e-consult form which will be triaged and replied to by 6.30 p.m. the following day.

PHYSIOTHERAPY FACTS

If you have a new joint or muscular problem, you can make an appointment for a First Contact Physiotherapy consultation, where you will be assessed and given appropriate guidance.

If you have a pre-existing joint or muscular problem, you can access information and advice and can self-refer to physio from the physiotherapy website:

www.mskphysiogrampian.scot.nhs.uk.

If you have a foot or ankle problem and are looking for treatment you can self-refer to Podiatry and access information on various conditions by going to:

www.nhsgrampian.org and go to the Aberdeenshire podiatry section.

The Paediatric Physiotherapy service runs a children and young person's advice line twice a week. This is available to anyone with questions or concerns about a child's mobility, any recovery from injury, or if the child is not hitting expected milestones. The line is open every Wednesday (1–3 p.m.) and Friday (11 a.m.–1 p.m.) on 01224 559 877.

If you or any family member would like information on Women's Health issues, including continence/pelvic floor advice, you can access information on:

<https://sway.cloud.microsoft/wNxH7XLMx69wfw09?ref=Link>

If you or a family member are struggling with arthritis you can access useful information on the Versus Arthritis UK website.

If you or a family member are struggling with chronic pain you can access some useful information and management strategies by looking on the www.gpm.scot.nhs.uk website.

If you have a hand or wrist condition you can access some useful information and advice by visiting the Aberdeen Virtual Hand Clinic and looking at the patient information section at:

www.aberdeenvirtualhandclinic.co.uk

Aberdeen Virtual Hand Clinic

Giving Realistic Medicine a Hand

www.aberdeenvirtualhandclinic.co.uk