

MARYHILL GROUP PRACTICE

Elgin Health Centre & Rothes Health Centre

Tel: 0345 337 0610

Issue 1. Autumn 2022

WE'RE BACK!

It's been 3 years since our last newsletter was issued (Spring 2019) but now we're back and will be releasing our news and updates on a quarterly schedule. Our newsletters will be available to pick up from the health centres, view online or you can read and download from our website or Facebook page.

CLINIC SPOTLIGHT

We have a number of clinics that run daily/weekly at the health centre. More detail on each clinic to follow in later issues of the newsletters. Some of our clinics are:

- Daily Duty Clinics
- Family Planning
- Well Woman
- HRT
- Daily Minor Illness clinics
- Minor Ops (needs to be arranged by a GP)
- Physiotherapy
- Hypertension (high cholesterol/BP)
- Respiratory & Complex Respiratory
- Pessary clinics
- Antenatal
- Skin lesion clinics
- Mental Health & Wellbeing



GP Update

As 2022 draws to a close I would like to welcome patients to the relaunch of our regular Practice newsletter.

The last two and a half years have been extremely challenging for us all as we have lived through the first pandemic in over 100 years and are now faced with difficult economic challenges and the on-going distressing scenes from Ukraine.

Providing readily accessible GP services is presenting us with many challenges as current demands outstrip capacity which is worsened by the crisis in recruitment and retention of staff across all staff groups working in general practice. This is an issue locally, regionally and nationally with the issue further exacerbated in Elgin by Elgin Community Surgery closing its doors and leaving approx. 4,500 patients without GP services. Hospital services are also struggling to meet rising demand and again this is reflected nationally.

At Elgin Health Centre (EHC) we are working hard to provide safe and effective services which are able to respond to genuine health needs. We are having to remodel our services and methods of triage and communication to meet the obvious challenges. Work is currently on-going with Health Improvement Scotland to help us provide responsive, appropriate and helpful services which meet patient needs.

We have a broad team of professionals and support staff working at EHC. This includes reception and administration staff, pharmacotherapy staff, practice nurses, advanced and specialist nurses, emergency care practitioners, community nurses and GPs. Everyone working at EHC is committed to providing safe, effective and patient centred care and to help patients navigate what is becoming an increasingly difficult health and social care system.

Having worked as a GP in Elgin for over 30 years I cannot remember a more challenging time for patients and for the staff trying to provide support and assistance. Despite this we will, as a Practice, continue to work hard to seek improvements in the scope and responsiveness of the services we provide. To achieve this, we do need to remodel what we do and how we do it such that patients have the support of the most appropriate member of staff at any given time.

This newsletter is the first in what will be a series of on-going updates we will provide for our patients so that we can keep you informed as we continue to strive to continue providing safe and effective service for our patients. Please work with us and we welcome at any time constructive criticism which helps inform us about the difficulties patients have. The staff working at EHC are committed and caring individuals who face the same life pressures and mishaps that affect us all. We are all patients, afterall.

- Dr. Graham Taylor

QUARTERLY STATISTICS (SEP - NOV 2022)

Consultations completed:-

GP phone consultations	4,547
GP face-to-face consultations	3,334
DNAs (did not attend) appointments	576 booked appointments

eConsults received and advice/appointment given:-

Sep	1,816	daily avg of 83
Oct	1,826	daily avg of 87
Nov	1,922	daily avg of 87

Patient calls answered:-

Sep	15,224	daily avg of 692
Oct	10,561	daily avg of 503
Nov	11,517	daily avg of 524

Other:-

MED3 (sick notes) issued	1,162
Patient prescriptions processed	79,352
New patients registered	345 (total 22,225)

PRACTICE BOUNDARY:

Areas covered in our practice boundary are below. A copy of the map is available to view on our website.

Altonside	Bishopmill	Dandaleith	Lhanbryde	Orbliston	Salterhill
Alves	Blackhills	Duffus	Lochhill	Palmercross	Stotfield
Archiestown	Branderburgh	Elgin	Lossiemouth	Pittendreich	Thomshill
Ardgye	Burghead	Glenlatterach	Miltonduff	Quarrywood	Upper Knockando
Auchinroath	Buthill	Hillside	Moss of Barmuckity	Ringorm	Urquhart
Auchtertyre	Cardow	Hopeman	Muir of Lochs	Robertstown	Whitewreath
Bardon	Covesea	Kirkhill	New Elgin	Roseisle	
Barnhill	Cummingstown	Leanoch	Oakenhead	Roths	

eConsult

Our eConsult service is open Monday to Friday between 6am and 11am.

If you cannot phone the practice to book/request an appointment, you can submit an eConsult within the opening times which will be passed to the triaging doctor that day. You will receive a reply to your eConsult by 6:30pm the next working day.

You will find the link to start your eConsult on our website.

The Maryhill Group Practice Website

Having listened to helpful constructive feedback from our patients about our existing practice website, we are please to announce that we are in the process of having a brand new website created for The Maryhill Group Practice.

This will be available shortly, once the finishing touches are added and it's given the go-ahead from the Partners at the practice.

The aim is to have this up and running before the next issue of the newsletter, so if you follow us on Facebook, you will find out from there when the website will be available for your use.

Face coverings required.
Please keep 6 ft apart.



Non-medical masks, bandanas, scarves, and cloth can be used.

FACE COVERINGS IN THE PRACTICES

Face masks are now **recommended** in a health care setting rather than being mandatory unless you are in a room with a clinician. We kindly ask you to continue to wear a face covering when in an appointment with one of our medical team.

Masks are available at the surgeries for your use but please feel free to use your own if you have one with you. Thank you.

CLOSURE DATES 2022:

GMEDs

Monday 18th April
Monday 2nd May
Friday 3rd June
Monday 11th July
Monday 26th September

PUBLIC HOLIDAYS

Monday 26th December
Tuesday 27th December
Monday 2nd January '23
Tuesday 3rd January '23

OPENING TIMES:

Elgin Health Centre:

M: 08:30—18:00
T: 08:30—18:00
W: 08:30—18:00
T: 08:30—18:00
F: 08:30—18:00

Roths closed for lunch 13:00-14:00

Roths Health Centre:

M: 08:30—13:00 & 14:00—17:30
T: Closed (dealt with by Elgin)
W: 08:30—12:30
T: Closed (dealt with by Elgin)
F: 08:30—12:30

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Dr. Robert Lockhart

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