

August 2019

MARKINCH MEDICAL PRACTICE NEWSLETTER

We are delighted to reintroduce the Practice Newsletter and we appreciate you taking the time to read and share the information with friends and relatives of the Practice.

The Practice is aiming to deliver a newsletter about every 3 months and this will allow us to provide information about:

Developments within the Practice

Changes/Enhancements to Services

**Updates on local and government initiatives for
Health & Social Care**

We hope you find these newsletters useful and informative.



NEW SERVICES WITHIN THE PRACTICE

NURSE TRIAGE SERVICE

Do you have any of the following symptoms/conditions

Chest Infection, Coughs, Colds, Throat Infections/Tonsillitis

Diarrhoea and Vomiting

Ear Infections, Eye Infections (ie Conjunctivitis)

Skin Complaints, Thrush



If so, we are pleased to advise we now have a Triage Nurse in the Practice Monday to Friday who can assist with any of the above.

If you feel you require to be seen for any of the conditions listed please telephone the Practice, preferably between 0800 - 1000. A member of the Reception/Admin Team will take details of your condition and forward it to the Triage Nurse who will call you back to discuss and arrange any appropriate appointment/treatment.

Please note this service is for patients over the age of 2 years old only.

This is a new service development and may be subject to change as the role develops.

MENTAL HEALTH TRIAGE SERVICE

We now have a Mental Health Triage Nurse joining us as part of our team.

This specialist nurse will be able to offer you an assessment if you have any Mental Health concerns.

If you would like to book an appointment with our Mental Health Triage Nurse, please speak to a member of the Reception/Admin Team.

COMMUNITY LISTENING SERVICE

Most of us experience ill health in the community, not in hospitals, and often it can be difficult to know who to turn to.

The Community Listening Service, through active listening, seeks to build resilience and enhance wellbeing, allowing individuals to tell their story in confidence in the presence of those who have particular expertise in listening.

Active listening is not counseling, it is a way of allowing the individual to explore his or her own story. If more specific counseling is needed a relevant referral should be made to the appropriate service. You may also be directed to other agencies which might help with particular needs.

The Community Listening Service are able to deliver focused care and appropriate support to individuals, helping them find meaning in their own personal stories.

These appointments are on a one to one basis with each session lasting up to one hour.

If you would like to make an appointment please speak to the reception team and they will arrange a time for you.

PRACTICE PHARMACISTS

We are pleased to announce that the practice now has a Pharmacy Team. The Practice Pharmacists work closely with the GPs to ensure patients are receiving the best possible outcome from medication, avoiding waste and harm.

You may receive a letter or telephone call following a paper based medication review which has resulted in switching you from one medication to another. There can be multiple reasons for this including:-

- Patient safety
- Medicines compliance
- Medicines effectiveness
- Long term outcomes
- Cost effectiveness for the NHS



If you receive a letter regarding your medication and would like to discuss this further please contact reception to arrange an appointment with the practice pharmacist.

MUSCULOSKELETAL (MSK) ADVICE AND TRIAGE SERVICE

This is a telephone service for people experiencing symptoms of MSK problems such as back pain or sports injuries.

You can speak to a trained advisor who will direct you to key advice to help you.

If required, they can send your details to your local NHS service.

To contact this service please use any of the following:-

By telephone - 0800 9179390

Visit www.nhsinform.scot/msk

Download the app free from app stores



SCOTGEM

We are pleased to announce that Markinch Medical Practice is now part of the SCOTGEM programme.

As a result of this we are delighted to welcome Dr Sarath Burgis-Kasthala to our team who will be working in the Practice on a Monday.

SCOTGEM is designed to develop doctors interested in a career as a Generalist Practitioner within NHS Scotland. SCOTGEM offers a unique and innovative programme tailored to meet the contemporary and future needs of the NHS in Scotland and focuses on rural medicine and healthcare improvement.

This means that on occasion you may be asked as part of your contact with the Practice to allow medical students to be present at a consultation. As always, we require your consent, and if you do not wish to have them present you have the right to refuse, however their presence will aid with their professional development.

WHY DOES THE RECEPTIONIST NEED TO ASK ME WHAT IS WRONG ?

It is not a case of the receptionist being noseey!

The reception staff are members of the practice team and it has been agreed they should asked patients “why they need to be seen”.

Reception staff are trained to ask certain questions in order to ensure that you receive:

- The most appropriate medical care
- From the most appropriate health professional
- At the most appropriate time

Receptionists are asked to collect brief information from patients:

- To help doctors prioritise house visits and phone calls
- To ensure that all patients receive the appropriate level of care
- To direct patients to see the nurse or other health professionals rather than a doctor where appropriate

Reception staff, like all members of the team are bound by confidentiality rules.

Any information given by you is treated strictly confidential. The practice would take any breach in confidentiality very seriously and deal with it accordingly. You can ask to speak to a receptionist in private away from reception. However if you feel your issue is very private and do not wish to say what your health issue is then this will be respected.

Thank you for your support

We aim to provide all our patients with the best possible service and to achieve this we require your co-operation.

If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else.

Non-attendance and cancellations at short notice without a valid reason deprives other patients of essential medical services.

Ever wondered why you can't get an appointment ?

These are the statistics for the last 2 months for patients who did not attend (DNA) their appointments:-

GPs	68 appointments missed = 11 hours 20 minutes
Practice Nurse	25 appointments missed = 8 hours 20 minutes
Health Care Assistant/ Phlebotomist	43 appointments = 7 hours 10 minutes
Mental Health Nurse	28 appointments = 9 hours 20 minutes

This equates to a total of **36 hours and 10 minutes** in lost appointments between June and July 2019.



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



The practice operates a text reminder service for appointments. If you have a mobile and would like to opt in to this service, please ask for details at reception.