







Welcome to the Bervie Bulletin October edition. We hope that you are all safe and well. Here are a few services and information that are changing this month.



1. **COVID-19 Statistics**

Inverbervie Medical Practice has a population of 5,834 patients. The under 16's take up 18%. The over 65's take up 19%.

Below are the Inverbervie Medical Practice activity for the first four months of the COVID pandemic:

-  Video consultations (Near Me) – 142 patients.
-  Advice calls to shielding patients – 167 patients.
-  Lab. results read and actioned by the Clinical Team – 1,402 patients had at least one test.
-  Prescriptions generated for acute and repeat medication – 3,214 patients.
-  Referrals made to Secondary Care – 998 referrals for 671 patients.
-  ***Patients requesting an appointment (mostly done by telephone triage) – 5,426 patients have had contact with the surgery for advice or seen face-to-face. This is an average of 417 patients per week.***

2. **Staff Information**

- Sadly, Shona Stewart our Data Clerk, suddenly passed away recently. She had worked with us for 11 years and will be sorely missed. Our heartfelt condolences are sent to her family.
- Dr. Gray gave birth to a baby girl (Sophie) in August. Both mum and baby are doing well.
- Dr. Ross joined our team to cover maternity leave for Dr. Gray.
- Dr. Ife left us on 03.09.2020 after finishing her three year GP training post. We wish her well for the future.
- We welcome Wendy Fearn, our receptionist, back to the practice from maternity leave at the end of September 2020.
- Hazel Murdoch, our cleaner, became a granny in September.

3. **Working Differently**

We now have to work differently. We need to manage those who attend the practice. If just one patient attends the practice with COVID-19, the whole practice would need to shut down, cleaned and all exposed staff would need to self isolate. So you may have experienced us asking you to seek advice from alternatives such as Pharmacists and NHS Inform website. You will find that a member of the Healthcare Team will call you first to see if the problem can be managed by telephone. We have Near Me video consultation or you can send photographs for problems that can be seen. We now also have eConsult which is an online form that can provide appropriate health care advice. It can also be used to contact the practice and help collect relevant information, including photographs to help the Doctor or Advanced Nurse Practitioner help you with your problem/query.

4. **Everything Takes Longer**

All this means that everything we do now takes longer.

- It takes longer to diagnose medical problems by telephone than face-to-face.
- It takes longer to see patients face-to-face than before.
- It takes longer to scan and e-mail a fit note to a patient than hand it directly to them.

5. **Updates on Facebook**

We will occasionally post updates on Facebook to try and reach as many people as possible. We have noticed negative comments being posted under some of these notices. These are for information only and for patient benefit. If you have any comments or complaints regarding the practice, please contact the surgery and ask to speak to the Practice Manager who will be happy to discuss these with you. We would respectfully ask that you do not post negative or derogatory comments under these posts as these will not be actioned by the practice.

6. Flu Clinics

This year the flu vaccination programme is being carried out by NHS Grampian.

If you are eligible to have a flu vaccination, please telephone (01224) 555999 if you have not received a letter.

The surgery does not have access to make or reschedule your flu appointment this year.

THIS IS PROBABLY THE MOST IMPORTANT YEAR TO GET YOUR FLU VACCINATION AS WE TRY TO PREVENT HIGH LEVELS OF INFLUENZA INFECTIONS OVER THE WINTER ADDING MORE PRESSURE TO THE HEALTH SERVICE WHICH IS ALSO BATTLING THE IMPACT OF COVID-19.

At present, NHS Grampian will contact 55-64 year olds regarding their flu vaccination, but probably not until December.

A new NHS Grampian website has been created for the general public to stay informed on flu immunisation:

<https://www.fluvaxgrampian.com>

This website will provide you with local information on why it is important to get the free flu vaccination who is eligible and how to get the flu vaccination in Grampian.

Help protect yourself, others and the NHS.

7. eConsult

This is now the preferred way to communicate with the practice with any non-urgent medical problems. The advantage to this is you can access this at any time of the day and not just when the practice is open. To access eConsult, click on:

<https://berviemedical.com/>

You will receive a reply from one of our Clinical Team usually within 24 hours of submitting the form during working days. Using eConsult will also free up the telephone lines for people requesting assistance who do not have a computer.

We have a new prescriptions e-mail address!!

gram.inverbervieprescriptions@nhs.scot

7. The Future

Throughout all of this, there have been some positive changes. Patients are now aware of, and using, alternative reliable sources of health advice. Online access such as eConsult can help streamline those seeking help and providing relevant information. Telephone calls can be a quicker and convenient way of dealing with simple issues. Video calls can allow those who may usually have difficulty attending the practice to access help without leaving their homes. Saving and managing face-to-face consultations for those who need it reduces the number of ill, infectious and vulnerable patients who sit together in the practice waiting to be seen. Hence Inverbervie Medical Practice and General Practice will look different even after this pandemic. We are continuing to refine and improve how we do things.

The practice will continue to work hard to continue to provide health care under these circumstances. We have appreciated your co-operation, patience and understanding, and courage throughout. It is impossible to underestimate the unprecedented changes COVID-19 has brought about, but we will get through this and things will improve.

8. Thank You

Finally, you have been incredibly generous in your support of the practice - from providing some protective visors, to making colourful hygienic surgical scrub outfits for the Clinical Team, to providing some food and drink to keep everyone going. Thanks also to those who have expressed kind wishes and messages.

Our website –
<https://berviemedical.com/> has
useful information about our
practice especially a link to
our **Near Me**
(video) consultations
**(Clinical Team will ask
you to do this)**
and
eConsult
for you to start using
immediately