



DID YOU KNOW?

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 you 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](http://www.aberdeenvirtualhandclinic.co.uk)

Giving Realistic Medicine a Hand

www.aberdeenvirtualhandclinic.co.uk