

Aberlour Medical Practice Newsletter

Autumn 2024



Our practice team

Sarah Gray has been settling into her role as Practice Manager. We're currently working with locum GPs but have been lucky to have Dr Kelly, Dr Riddick, Dr Simpson and Dr Farrell along with Grant Petrie, an Advanced Nurse Practitioner, working within the practice on a regular basis, however, we cannot guarantee that they will always be available due to their own work rota.

Our practice nurse, Claire Webster, continues to provide an excellent service supported by nurses from Community Treatment and Care (CTAC), the District Nursing Team and Community Response Team.

We recently said goodbye to Jane Lees and Keanna Williamson from the Admin Team and we're sure you'll join us in wishing them well in their future careers.

Callers to the practice will hear four options:

- **Option 1** – for medical emergencies only;
- **Option 2** – to book an appointment or for general enquiries;
- **Option 3** – to order prescriptions;
- **Option 4** – for results.

When requesting an appointment, the team will ask what the appointment is for. This is to ensure that you are given the most

appropriate appointment and provides the clinician with a brief summary.

We are actively sending out invitation letters for annual reviews and these are done in batches according to the month in which patients were born. Diabetic reviews take place in the practice and you'll be asked to come for a blood test initially and then be given a follow up appointment to complete the review. Patients with asthma or COPD should receive a letter from the community respiratory team. These appointments are held at the Fleming Hospital Health Hub.

We would like to thank all the patients for their patience while we continue to improve our working processes.

Winter vaccines

Flu and COVID-19 are very infectious respiratory viruses. It's strongly recommended you get vaccinated if you're eligible this winter.

Vaccine appointments are sent out by letter or text/email to people with a digital preference. Please don't try to make an appointment until you've been invited by NHS Scotland.

The winter vaccines are not done in the practice. Appointments will be for your nearest community outreach clinic or for the main vaccination centre which has moved to 9c Southfield Drive (off Thornhill Drive) in New Elgin.

If you've missed your appointment or need to reschedule, the easiest way is through the online booking portal. You can phone the national vaccination helpline on 0800 030 8013 if you wish to book your appointment over the phone. The helpline is open from 9am to 6pm Monday to Friday, and from 9am to 1pm on Saturday.

For more information head to <https://www.nhsinform.scot/wintervaccines>

Concerned about a possible UTI?

Urinary tract infections (UTIs) can be extremely uncomfortable. Symptoms may include a burning or stinging sensation on passing urine and needing to pass urine frequently or urgently.

If you're experiencing symptoms, you can go directly to your community pharmacy for advice and treatment without having to wait for a GP appointment.

If you do need to be seen in practice, please don't bring a urine sample for testing unless you've been asked to do so.

Health and wellbeing

We have also been developing the public health information and products available at the practice, with monthly campaigns and an information area set up and well stocked with leaflets on a variety of health and wellbeing matters.

We also have free sanitary products and condoms available at the reception desk – please take what you need.



Order your repeat prescriptions in time

If you take regular medication, it's important to plan ahead and order your repeat prescriptions in plenty of time so you don't run out.

Please allow at least four working days for any prescriptions to be processed by the practice. Requests made using the phone line will be dealt with daily but requests made after 2pm will not be actioned until the following day. Both Aberlour and Rothies pharmacy collect daily from the practice.

Wasted medicines cost the NHS millions each year with an estimated 1 in 10 medicines wasted in Scotland. You can help us change that.

Here are the actions which will make a difference:

- Only order what you need: Check what medicines you have at home before you re-order, and only order what you really need when you need it. There's no need to stockpile.
- Take control of your medication: Check if your repeat list is up to date. Speak to your pharmacist or GP practice team about reviewing your medication to make sure they're still right for you. You shouldn't stop taking medicines without checking with a healthcare professional first.

Take any unused/expired medicines to a local pharmacy for safe disposal. This includes tablets, capsules, liquid medicines, creams and empty inhalers.

Comments and suggestions

The practice is constantly looking at ways of improving services to patients and welcomes all constructive viewpoints whether positive or negative. There's a comments box in the waiting room. Simply complete a feedback slip and post it in the box.

Here's some of the recent feedback received:

- "A couple of high-backed chairs, high enough to give proper head support, would be brilliant."
- "Well done. The surgery seems a much more efficient and friendly place."
- "Service much improved. Thank you."
- "The reception team are amazing."
- "Excellent as always."
- "Amazing, a face to face appointment. Congrats. Good job."
- "Excellent all round. Thank you!"
- "Very thorough and on time. Thank you."
- "Great to see the receptionist when I came in."
- "Louise did my blood this morning. She's the most amazing, kind, excellent nurse."

Medical records

Health data relating to any individual is highly confidential and the practice must ensure that it only releases such data to the person to who it relates, or to someone authorises to act on their behalf.

If you want to see your medical records or wish to have a copy, the practice will ask you to complete a Subject Access Request form. You don't have to give a reason for wanting to see your records and there is no charge for this service.

It can take up to 30 days from the date your form is received for a copy of your medical records to be available.

What's on at the Fleming Hospital Health Hub

The majority of services delivered at the hub, which is managed by Health & Social Care Moray, are on an appointment basis via the GP practice or one of our partners.

Among the range of service hosted at the hub are:-

- Parkinson's clinics
- Health visitor classes for parents and babies
- District nurse clinics
- Respiratory clinics
- Diabetic retinal screening
- Dementia/frailty nurse clinics
- Health checks for people with a learning disability
- Vaccinations and child immunisations
- Podiatry, physiotherapy and occupational therapy, including falls prevention classes
- Healthpoint drop-in sessions
- Staff and volunteers training

General information

Aberlour Medical Practice
Queen's Road,
Aberlour, AB38 9PR
Telephone: 01340 871210
gram.aberlouradministrator@nhs.scot

If you already have a booked appointment, please make sure you keep the appointment or cancel if you no longer require it.

Access and Parking

All areas of the practice are accessible to wheelchairs, we have a hearing induction loop at reception and access to translation services for those whose first language is not English. Parking is available outside the health centre with additional parking across the road. We ask all visitors to use the designated parking to avoid blocking access to the Medical Practice.

Monday
08:00 to 18:00
Tuesday
08:00 to 18:00
Wednesday
08:00 to 18:00
Thursday
08:00 to 18:00
Friday
08:00 to 18:00
Saturday
CLOSED
Sunday
CLOSED



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