

GROVE HEALTH CENTRE

WINTER 2022 NEWSLETTER



Dear Patients

May I welcome you to our Winter 2022 newsletter which provides updates within the surgery and information on services that we hope you will find useful.

As the nights get longer, and the weather gets colder, it is clear that winter is now upon us. The cold weather can make some problems worse and even lead to complications, especially if you are aged 65 or older or if you have a long-term health condition. Home Energy Scotland, from the Scottish Government, provides clear and impartial advice on how to keep your home warm this winter whilst also helping people access financial support to make energy efficient improvements to their home. Further information can be found by visiting www.homeenergyscotland.org

Both the Flu and Covid-19 booster programmes continue to run and we would strongly encourage any patients entitled to receive either, or both, vaccinations to consider doing so. By taking up the offer of a vaccination, you are not only helping yourself avoid complications from flu or Covid-19 but also your family members and the NHS in general which is extremely busy at this time of year. Further information regarding both vaccination campaigns can be found by visiting <http://www.nhsinform.scot/wintervaccines>

2022 has certainly been a busy year at Grove Health Centre. We've seen members of staff leave for pastures new whilst welcoming new staff to the practice too. We've listened to feedback from patients regarding our services and have made a number of improvements following that feedback. We continue to aim to provide all of our patients with a good service and welcome any feedback patients may have.

Since July, we changed our appointment system which resulted in patients being offered either a face-to-face appointment or telephone consultation based on their own preference. We've welcomed new services into Grove Health Centre, increased the number of pre-bookable appointments available each day with GPs and increased the frequency of those pre-bookable appointments whilst maintaining our on-the-day appointments too. We were pleased to note, following a review of our new appointment system, that over 98% of patients were either satisfied or very satisfied with our new appointment system.

Sadly, however, since we re-introduced face to face appointments, we are noticing an increasing number of patients not attending for their appointment and failing to cancel their appointment (even when they have booked an appointment that morning for later in the day). We would kindly ask patients to cancel any appointments they no longer require as this enables another patient to take that appointment.

Lastly, on behalf of the doctors and staff of Grove Health Centre, may I take this opportunity to wish each and every one of you a lovely Christmas and New Year when the time arrives.

Mr David Ramsay—Practice Manager



The practice will be closed on the following dates for the festive public holidays:

- Monday 26th December 2022
- Tuesday 27th December 2022
- Monday 2nd January 2023
- Tuesday 3rd January 2023

NHS 24 will be providing cover on the above dates and can be contacted by dialling 111

RIGHT CARE—RIGHT PLACE

During Spring 2022, our practice administrative team completed nationally approved training regarding care navigation. This training enables our administrative team to direct patients to a more suitable healthcare professional for their medical needs if appropriate. Navigating patients to more appropriate healthcare professionals enables patients to receive the right type of care at the right place by the right person. Examples include physiotherapists for muscular pain, optometrists for eye issues, dentists for mouth/dental issues or mental health specialists for mental health issues. By following the advice of our administrative team, this helps patients be assessed quicker by a more suitable healthcare professional whilst freeing up GP appointments that can be used by patients with more complex care needs.



From December 2021 to November 2022, the practice provided the following:

- 5582 GP appointments
- 305 GP home visits
- 29946 Prescriptions

From June to November 2022 (when we started auditing all incoming calls), the practice answered

- 8632 Calls (June to November)

Sadly, we also had:

- 368 Non-attendance / Non-cancellation of appointments which equates to just over **14 full days** of a GP being in practice.

Latest Staff News

During December, we will sadly be saying goodbye to Dr Boyd (GP trainee) who progresses with his training by moving onto hospital placements. We would like to wish Dr Boyd all the best as he progresses through his training. Replacing Dr Boyd will be Dr Patra who will join us to continue their GP training and we look forward to welcoming them to Grove.

Patients may be aware that the practice recently advertised for a new GP. We were fortunate to receive applications given the current GP crisis and we are pleased to inform patients that Dr Alan Green will be commencing at Grove from w/c 19th December. Dr Green will be employed as a Salaried GP and will work 7 sessions per week at the practice (every Monday, Wednesday, Thursday and Friday morning). This will increase the number of GP appointments each week by an additional 75. We look forward to welcoming Dr Green to our team.

Practice Nurse MacConnachie has commenced her training regarding the management of patients with Asthma. She continues to progress through her training with the support of the practice and we look forward to her completing her training in the near future. This will increase our nurse capacity regarding asthma reviews each year.

Mental Health Specialist Claire Thomson has recently joined the practice and is available to see patients regarding mental health issues every Monday, Tuesday and Wednesday morning. These appointments are designed to provide patients with more time at an appointment whilst enabling patients to discuss their mental health issues with a specialist. Claire can refer onto appropriate services whilst providing advice and support. Patients may be directed to Claire by our administrative team.

We also welcome a new service to Grove. The Urgent Care Home Visiting Service is appropriate for patients aged 60 years and over who request a home visit from a GP. Patients who meet a suitable criteria, may find they are visited by a clinician employed by this service rather than a GP. This helps free up GP capacity to see other patients. The service is fully staffed by clinicians (including paramedics) who will liaise with the doctors at Grove if required.



“ I really needed the appointment that you didn't turn up to...”

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

CANCEL IT!

you said we did

At Grove Health Centre, we always welcome feedback and suggestions to help improve our service to our patients. During 2022, we implemented the following based on patient feedback:

“Is it possible to improve communication for patients”

“We have improved our practice website to provide more information to patients whilst introducing a new Grove HC Facebook group page which we would welcome patients to join”.

“Is it possible to introduce a call queuing system given the challenges faced when contacting the practice each morning ”

“During November, we invested in new software to provide a call queuing system. Patients will now be advised where they are in the queue when contacting the practice”.

“Is it possible to inform patients if they have requested their medication too early rather than finding out that the prescription has not been issued when we attend to collect it?”

“We have invested in a new text messaging system. Patients will receive a message advising if they have ordered their medication too early and when to re-order their medication”.

“I'd prefer to see a GP face-to-face rather than have a telephone consultation.”

“Patients seeking to arrange a routine appointment are now given the option of a face-to-face appointment or telephone consultation”.

“I can never get an appointment”

“Following a review of our appointment system, we now offer more pre-bookable appointments each day and will have further capacity once Dr Green joins the practice. We also promote care navigation which has helped free up some appointments but, sadly, the demand for appointments is greater than supply at present

Please treat our staff with the same respect you would expect to receive.



NO EXCUSE FOR ABUSE

We have a **zero tolerance** policy for these behaviours and we have the right to remove patients from our practice list and notify the police.

ZERO TOLERANCE

Sadly, abuse towards staff at Grove is increasing. We understand patients may be frustrated at times when they are unable to book appointments or things go wrong. However, our staff have the right to work in an environment free from abuse. During 2022, the practice issued 8 warning letters to patients following abuse towards staff. We adopt a zero tolerance approach towards any form of abuse and patients may be removed from our practice list for abuse towards members of the Grove team.



New System Announcement

The practice has recently updated its phone system. Our new system now places patients in a queue when contacting the practice. At present, we have limited the queue to 10 patients at any time and will review this amount over the next few months. Patients will be advised where they are in the queue and can decide whether to wait in the queue or call back at a later time.

Our new system will also advise patients if all of our routine pre-bookable and on-the-day appointments are full. This has been designed in order to notify patients sooner regarding our appointments rather than them waiting in the queue only to be advised that all of our routine appointments are fully booked.

Our text messaging system has also been updated following patient feedback. At present, our staff are contacting all patients aged 16 and over for whom we do not have a mobile number. The aim of this new system is to improve patient communication and patients will be notified by text message:

- If they have requested medication too early
- To contact the practice if we are unable to make contact by telephone
- Any other routine practice information which is relevant to them.

It is extremely important that we have an up-to-date mobile telephone number for patients and would ask you check your details are up-to-date whenever you are making contact with the practice.



Our receptionists are here to help you get to the right service.

Please don't be offended if they ask what the problem is when you call to make an appointment

The receptionist might suggest other professionals that could help you better such as:

Opticians

Pharmacist

Nurse

Family services

Support groups

Everyday questions about your health



NHS 24

The answer is NHS inform

www.nhsinform.scot

0800 22 44 88



NHS inform
Health information you can trust

VISIT OUR WEBSITE

WWW.GROVEHC.CO.UK



SEARCH: GROVE HEALTH CENTRE



WISHING YOU A
MERRY CHRISTMAS
&

HAPPY NEW YEAR