

Aberlour Medical Practice NEWSLETTER

ISSUE #1 MAY 2024



Welcome to your patient newsletter giving an update on Aberlour Medical Practice.

To begin, we would like to thank everyone for their continued support since Health & Social Care Moray took over the running of the practice in February.

We really appreciated the opportunity to chat with those of you who managed along to the engagement session held in Fleming Community Hub on March 18. Around 170 people came through the doors over the five hours and the vast

majority said they found it a worthwhile event which was good to hear.

We are also grateful to those of you who have taken the time to share feedback on your experiences as a patient at Aberlour and your ideas for change and improvement as we continue work to stabilise the practice and prepare for its return to independent contractor status.

We will publish our next newsletter when we have more news from the practice.

New Healthpoint Service

A Healthpoint advisor is now available at Fleming Hospital on alternate Thursdays. There is no session on 23 May so next dates are 6 June, 20 June and 4 July

Drop in between 1pm and 3pm for information and advice on:

- Weight management, healthy eating and physical activity
- Stopping smoking and lifestyle changes
- Signposting to local support services, including support for unpaid carers, social groups and help with money worries.

Please enter the hospital via entrance A at the front of the building.



Listening, learning, improving

Anyone who has visited the practice over the last few weeks will have noticed it's a lot busier. We're trying to ensure a member of the reception team is always working at the front desk and available to book in patients for appointments. Some alterations have also been made to the layout of the area and we are arranging for the plastic screens to be adjusted.

A welcoming environment was one of the things mentioned by patients when answering the feedback questionnaire we had available at the engagement event and from the practice.

By the end of April, 46 questionnaires had been returned, giving us valuable insight into what it's been like to be a patient at Aberlour over the last few years. We asked people to share something of their experiences, to tell us what had been going well, what could be better and what matters most to them about the practice moving forward.

Overall, patients prioritised timely access to care, continuity of relationships with GPs, effective communication, a supportive practice environment and proactive management of chronic conditions.

As well as ensuring urgent on the day appointments remain available, we are also working to make it easier to book an appointment. We continue to be reliant on locum GPs but most will be known to patients, and we are also working to recruit temporary staff to help us provide greater continuity of care. The diabetic clinic is up and running again and more clinics are in the planning.

You'll also see an improvement tree decorating one of the walls in the reception. This is a visual "you said, we did" tool we will be using to encourage patients to continue to give their feedback and which will be used by the practice to show what actions are being taken in response to the comments received.

Copies of the full feedback report are available in the practice or you can read it on the Health & Social Care Moray website at <https://hscmoray.co.uk/aberlour-medical-practice.html>



Email us at involvement@moray.gov.uk if you would like to receive a copy.

Care navigation helps us to help you

Receptionist and administration colleagues within GP practices, including Aberlour, have had training to help patients access the right health professional or service at that first point of contact.

This is often referred to as care navigation and is a way to guide patients to the right service for their issue. There are many services both within and outside of primary care that can help with health or social problems in a safe, effective way. This means that patients will find it easier to get a GP appointment when they need one.

When you contact the practice, the care navigator will ask for a brief outline of your issue so they can triage your call. This will:

- Help doctors and other healthcare professional prioritise urgent appointments
- Help direct patients to the most appropriate health professional or service for their needs so they receive the right care, in the right place and as quickly as possible.

Please be assured that everyone working at the practice, including the reception team, are bound by confidentiality rules and respect your right to privacy.

Recruiting new team members

Adverts have gone out for three temporary posts within the practice. We're looking to recruit a salaried GP, an Advance Nurse Practitioner and a Practice Manager to work alongside the existing practice team on temporary contracts.

News on appointments will be shared as soon as possible. Keep an eye on the Aberlour Medical Practice Facebook page for the latest updates.

Are you interested in a career in health or social care?

- Search for the latest NHS Grampian health vacancies on the NHS Scotland jobs site at <https://jobs.scot.nhs.uk/>
- Search for social care opportunities with Moray Council at <https://myjobscotland.gov.uk/councils/moray-council/jobs>

Right now, we have opportunities for friendly, caring and reliable people to join Moray Council's Care at Home team supporting people in communities across Speyside.

As a Social Care Assistant with us, you'll start earning £13.88 an hour with an enhanced rate for evening and weekend working. Full and part-time contracts are currently available

and there are lots of extra benefits to working with the council including first class training, opportunities to progress your career in social care, great holiday entitlement and a Local Government Pension Scheme. Your own car is essential and we pay excellent mileage rates.

For further information, please contact **Jenny Nicholson**, Care at Home recruitment officer, on 07971 139 732 or apply online at <https://myjobscotland.gov.uk/councils/moray-council/jobs> - just search for social care assistant.



<https://myjobscotland.gov.uk/councils/moray-council/jobs/social-care-assistant-various-contracts-available-328878>

Scam warning

Health & Social Care Moray has been alerted to a Moray resident who received a phone call from a person claiming to be from their GP practice. The caller offered to issue new medication and asked for the person's bank account details so they could take payment.

Any call like this should be treated as a scam. Your GP practice will never phone you up out of the blue and ask for your banking information.

Always be alert to unexpected callers who may not be who they say they are – if in doubt, hang up and call back on a number you trust so you can double check the person's identity.



Looking ahead

The process of seeking new independent GP contractors to take over the running of Aberlour Medical Practice is about to start.

Health & Social Care Moray, with support from NHS Grampian and colleagues from the Aberdeenshire Health & Social Care Partnership, has been operating the practice since February 2024 after the previous sole GP partner became unable to continue delivering contracted general medical services.

In the coming months, we will be arranging for the contract for the provision of services to the patients of Aberlour Medical Practice to be advertised as part of a tender process in line with a robust procurement policy.

GP contractors interested in taking over the general medical services contract for Aberlour will be invited to submit a detailed proposal outlining how they would intend to deliver services for patients of the practice. Each submission received will go through a thorough process of assessment and evaluation against a range of criteria including the quality of future patient services, resilience and sustainability of proposed service and clinical staffing arrangement, contract and performance management experience, governance and approach to community-focused multi-agency working.

The process of tendering the contract to provide general medical services will take several months to complete, and we will continue to keep patients updated.

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



Keep up to date by following Health & Social Care Moray on
Facebook: <https://www.facebook.com/hscmoray>