

ABOYNE MEDICAL PRACTICE NEWSLETTER

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Our Website and Telephone system

We have recently upgraded our website.

It is still very much a work in progress but we are looking to see it include more and more useful content over time.

The website includes information about the practice itself, opening times, current staff etc. There are links to help with repeat prescriptions and links to some online forms (more will be added in due course). You can also find the latest news items as well as a

multitude of links to health information.

For example, if you are wondering how long you might need to wait to see a specialist after your doctor has referred you to a clinic at ARI, there is a helpful link to the current Outpatient Waiting Times for clinics at ARI.

Newsletters will appear on the site as they are published.

Keep an eye on the website for further improvements and helpful information.

Changes have also been made to our telephone system and when you call in you will hear a shorter message to get you to the service you want.

Maximizing Your GP Medical Services : The Importance of Triage

Every day GP practices receive requests for help from patients. For each patient, the practice needs to work out:

- Why they have sought help from their GP
- What kind of help the patient needs
- How quickly the patient needs help
- Who is the best person to help this patient
- Where and when the patient should be seen

When seeking medical care from your GP, it is crucial to understand the significance of triaging conditions effectively.

Triage ensures that patients receive timely care based on the urgency of their medical needs, optimizing the resources and services available.

To make the most of your GP medical services please communicate your symptoms clearly and provide relevant medical history.

Please understand that not all conditions require immediate attention ,and prioritize appointments based on the severity of your symptoms.

Please trust the expertise of the healthcare professionals to determine the urgency of your condition and follow their recommendations for further evaluation or treatment.

Efficient triage ensures patients with critical or urgent conditions are seen promptly while allowing for the effective management of less pressing cases.

By respecting the triage process , you contribute to a smoother healthcare experience for yourself and others, ultimately leading to better outcomes and improved overall health care delivery .

Many thanks for your help and support with this.

Booking Telephone Appointments

Over the last few years the number of telephone appointments we offer with each GP every day has risen to try and meet demand for direct GP advice, while addressing issues that don't necessarily require a face to face appointment, and can be dealt with quickly as a result.

However, these telephone appointments are only **5 minutes long for each patient**, and so if you feel your issue cannot be reasonably settled within such a time, we would encourage you to book a longer face to face discussion.

Many thanks

Partners"

Tick Bites

As the weather warms up and we get out and about more, tick bites will be increasingly common. Most tick bites are harmless but some ticks carry Lyme disease.

There are really helpful resources and information on NHS inform with detailed videos, pictures of rashes etc, go to [NHS Inform Tick Bites](#) for more information.

Quick Guide

1. Prevent

Wear long trousers tucked into socks if walking through long grass
Use insect repellent around feet/bottom of trousers on exposed skin
Check for ticks after being outdoors, especially on kids.

2. Remove Tick ASAP

This is something you can do at home
Make sure you have either fine nosed tick tweezers or a tick removal device at home ready as part of your first aid kit
Don't use vaseline/matches etc
Current advice is to leave mouthparts if you've not removed them fully, rather than dig about

3. Keep an eye on it

If you are well and have no rash there's no need to see a doctor (there is likely to be an itchy lump for a few days at the site of the bump itself.
If you develop a rash around the bite or flulike symptoms get in touch with us, It may be useful to send photos of the rash.

Spring Allergies: Understanding Hayfever and how to manage it

As the season changes and flowers bloom, many individuals find themselves battling the discomfort of hayfever, also known as allergic rhinitis. This common allergic condition is triggered by various environmental allergens such as pollen, dust mites or pet dander, leading to symptoms like sneezing, congestion, runny nose and itchy eyes.

Prevention is key in managing hayfever symptoms. Minimize exposure to allergens by keeping windows closed, using air purifiers, and consider wearing a mask when doing outdoor activities. Over the counter antihistamines, eye drops, decongestant alleviate symptoms, but it's essential to consult your pharmacist before starting any new medication to ensure safety and effectiveness.

However, if symptoms persist despite these measures or if you experience severe reactions like difficulty breathing or swelling, it's crucial to seek medical attention promptly. A doctor can provide advice on diagnosis, prescribe stronger medication if needed or recommend allergy testing to identify specific triggers, if appropriate.

Remember, with the right knowledge and precautions, you can manage hayfever effectively and enjoy the beauty of spring without being held back by allergies.

First Aid Kit Checklist

A well equipped first aid kit should contain items for treating common injuries and emergencies. It is important to store your first aid kit in a dry and easily accessible place and regularly check and replace any expired or used items. Additionally, consider taking a first aid course to learn how to use the kit.

Here is a basic first aid kit checklist.

- | | |
|---|--|
| 1 Assorted adhesive plasters (hypoallergenic) | 12 Scissors |
| 2 Sterile wound dressing | 13 Adhesive tape |
| 3 Sterile eye dressing | 14 Sterile gauze pads |
| 4 Triangular bandages | 15 Burn dressing or gel |
| 5 Crepe bandages | 16 CPR face shield or mask |
| 6 Safety pins | 17 Foil blanket |
| 7 Disposable gloves | 18 Thermometer |
| 8 Antiseptic wipes | 19 Pain relief medication such as paracetamol |
| 9 Antiseptic cream or spray | 20 Antihistamine tablets |
| 10 Tweezers and a Tick remover | 21 Information leaflet on basic first aid procedures |
| 11 Sterile saline solution | 22 Emergency Contact numbers |

Hypertension NHS Connect Me

Do you have Hypertension? Do you have your own blood pressure monitor?

You may be interested in NHS Connect Me.

NHS Connect Me combines the expertise of healthcare professionals with the convenience of supporting you to easily send in your blood pressure readings from wherever you are, while helping you to keep your blood pressure at safe levels.

NHS Connect Me is supplied by Inhealthcare. You can choose to use the Inhealthcare app, text messaging, or an automated phone call and NHS Connect Me will send prompts to you, reminding you to check and submit your blood pressure readings.

The program collates the readings provided by you and can be accessed by the clinician at any stage of the process. NHS Connect me can also send you advice to act on or ask health related questions and can give health promotion messages.

The NHS Connect Me service , including any SMS text messaging is completely free of charge to patients.

For further information check out the Aboyne Medical Practice website.

Pharmacotherapy Team

The Pharmacotherapy Team is made up of trained Pharmacists employed by the Regional Health and Social Care Partnership. They help local Practices with the increasing demand for complex medications, such as resolving the issue of new medication following discharge from hospital or availability of certain items through the Pharmacy.

They are the local experts in all issues medication related, therefore any queries that come into the Practice for such issues are acted on by the Pharmacotherapy Team when they are available. Locally in Aboyne it will be Matthew Jack who will be the Pharmacist who speaks to you, if you require the services.

As well as providing expert input, the Pharmacotherapy Team also helps to free up clinical time for Clinicians to be able to see other patients. They are a valuable member of our Team .

Urgent Care Practitioners / Advanced Nurse Practitioners

The Urgent care Practitioners (sometimes called Advanced Nurse Practitioners) are two local professionals employed by the Regional Health and Social Care Partnership. They are employed to assess, triage and see anyone in need of urgent clinical care on the day, such as home visits or in-person attendances at the surgery.

We are lucky to have Kimberley Mackie as our Urgent care Practitioner covering our own Practice together with Torphins and Ballater simultaneously on a Monday and Tuesday and Fiona Littlejohn on a Wednesday , Thursday and Friday. They both have a wealth of experience with patient contacts and are highly trained with the ability to see anybody at home or in person that would previously have been seen on the day by the Duty Physician. They are here primarily to help the Duty Doctor with the demand for immediate on the day necessary treatment and they are highly appreciated members of our team now.