



Welcome to the Bervie Bulletin November/December edition. We hope that you are all safe and well.

1. Flu Vaccination Programme – October 2021

Adults: The flu programme for adults is getting underway across Grampian. You will get your jab at a vaccination centre, not your GP Practice. GP Practices are no longer involved in delivery of the flu vaccinations - please do not contact us with queries as we are not able to assist you.

If you are eligible for your COVID-19 booster, this will be given at the same appointment.

The flu programme is by appointment only – you are not able to drop-in for a flu vaccination.

The programme is expected to run until mid December 2021.

If the appointment is not suitable please telephone the local helpline number on:

0330 128 9919

If you are unsure if you qualify for a flu vaccination the eligible groups can be checked on the following link:

<https://www.fluvaxgrampian.com/eligible-groups/>

The national helpline for flu, should the local number not be able to assist, is:

0800 030 8013

Under 18's: Primary school pupils are being offered the flu immunisation as usual. This year Secondary school pupils, teaching staff, both Primary & Secondary and any other pupil-facing staff are also being offered the vaccination. Immunisations will take place in the schools and information has been circulated to parents/carers.

If the pupil or staff member are absent when the vaccinations take place, you will be able to get vaccinated at your local pharmacy. This offer is only open to the schools programme and you should contact the pharmacy direct to book your child's appointment.

2. Travel Vaccinations

As we start to get back to travelling abroad, there has been a change where the travel vaccinations will be administered.

The Travel Vaccination Service has changed from 1st October 2021 and GP practices will no longer be involved in travel immunisations.

1. The national website "Fit For Travel" remains the first port of call for the public to access travel health information.
2. NHS Inform will also provide telephone advice to people who can't access the internet.
3. If you require travel vaccinations, or a travel assessment, this will now be done by your local pharmacy. Inverbervie, Laurencekirk and Stonehaven Michie's have all signed up for this service.
4. The vaccines will be administered at the same consultation. Advice on safety, first aid, malaria, prophylaxis and provision of anti-malarials will also be provided as part of the service. This service covers children as well as adults.
5. The four NHS available vaccines for travel health purposes will remain free of charge (Tetanus, Diphtheria, Hep A, Typhoid) to the public. Any other recommended vaccines or malaria prophylaxis will be available on a private basis
6. If you require a copy of the vaccinations you have previously had, this can be requested from the practice, but it can take up to a calendar month as it is classified as a Subject Access Request (SAR) which must be completed in a calendar month by the practice.

4. Where do I go for a Blood Test?

Some patients are asking why we are no longer carrying out blood tests at the practice. This is not the case. Inverbervie is continuing as usual to provide this service by our Phlebotomy service. What has changed is when a hospital consultant requires blood tests to be carried out before either a scan or a hospital appointment. These bloods are now being done at a Hub. The usual Hub for our practice population is Kincardine Community Hospital (KCH) at Stonehaven. The reason the bloods are not done at the practice are the interpreting of the results. If the hospital consultants requests bloods, the results must be sent to who is requesting the tests.

The blood tests that are done at Inverbervie Medical Practice are bloods that are being requested by the Clinical Team here at the practice and the results are then read and actioned by the Practice Team.

The blood results that are carried out at the Hub are for the hospital doctors to action and provide results if required at your hospital appointment.

5. Practice Pharmacist

Our new Practice Pharmacist started with us on 1st November 2021.

Georgie will be part of our team at Inverbervie and working four days a week at the practice. Georgie has worked as a Community Pharmacist and Manager for over 15 years in the community and therefore has a great deal of experience and knowledge to bring to the practice.

Once Georgie settles into her role, she may be the person who will give you a call regarding your medication. She is very much working along with and part of the Clinical Team here at Inverbervie Medical Practice.

6. Our Appointment System

Help us to Help You!

As we head into our busiest time during the Winter months, our Clinical Team would be grateful if you could continue to use our eConsult service where possible. We appreciate that this takes a few minutes of your time, but this information allows us to:

- Appropriately triage problems in a timely manner – eConsults are generally dealt with the same day or the next working day whereas some non-urgent messages left at reception may not be dealt with for three to five days depending on clinical workload on that day.
- Manage our workload by sharing this out between all members of the Clinical Team.
- Ensures you receive the **most appropriate** outcome to help you – this may be a prescription to collect, a telephone call with the appropriate member of the Clinical Team (e.g. ANP, GP, Physiotherapist), a face-to-face appointment for investigations or examination if required, arranging a referral to Secondary Care.
- Deal with administration requests within an appropriate time-frame, e.g. sick lines, To Whom it May Concern letters, arrange a pill check, etc.

By doing this, this ensures that the Duty Team is available to deal with medical emergencies and with patients who require urgent medical attention. This is critical especially during this busy time in order to manage our workload and the ever-growing demand on our services at this time. We also have to continue to minimise footfall throughout the practice given the ongoing COVID-19 pandemic and therefore we are unable to revert back to open door policy as this could potentially lead to vulnerable patients/members of staff becoming unwell. We have adapted our ways of working over the course of the past few months and many things are now being managed over the telephone, however, if we feel that you need to be seen we will ensure that this is arranged.

Please only call the practice if:

- It is an urgent issue that you feel requires urgent attention.
- You are unable to access eConsult, e.g. no internet access, no electronic device.
- You have been instructed to contact us by the eConsult service.
- You have been asked to call the surgery to arrange an appointment.



Thank you for your ongoing understanding and co-operation and may we wish you a happy and safe festive season. 