

Greetings from Green

Festive Issue



Dec
2019

Editors: Morag Reid and Lara Clyde



Dear Patients,

Welcome back to the Green Practice patient newsletter!

Our practice team and the services we offer have evolved significantly over the last 10 to 20 years and it seems like a good time to reflect on where we are now.

As we approach 2020 we know that patients visit their GP more (6 consultations per year for the *average* UK adult, double the rate 10 years ago) and that along with an ageing population general practice is dealing with far more “long term conditions” as people live longer.

So, what has changed at the Green Practice?

Well, the practice has grown! We now have 9200 patients (around 1000 more than 3-4 years ago). 613 patients are over 75 years old and approximately 120 patients are housebound. Our team has grown too; whilst we still have 6 GP partners who own and run the practice, we have a much larger number of junior doctors who rotate through the practice during their NHS training rotations.

Medical education has always been a key part of our ethos at the Green Practice, and in the last 10 years we have expanded our involvement so that we now participate in 1st, 2nd and 5th year medical student teaching, as well as Foundation and GP Specialty Training. We all thoroughly enjoy this aspect of our work and feel it keeps us engaged with younger generations of doctors/GP's-to-be, who bring a fresh approach and enthusiasm to general practice. Huge thanks to all patients who volunteer for student teaching, and all those who allow students and trainees to observe consultations. It all feeds back to future generations of NHS doctors.

Practice nursing has developed enormously, with our nurses taking the lead on managing many “long term conditions” including COPD, asthma, ischaemic heart disease and hypertension. Very few of our patients with these conditions now regularly attend hospital clinics for follow-up, and the GP's and nurses collaborate closely to deliver patient care. Furthermore, our nurses are both independent prescribers having undertaken specific training in this capacity. This means patients can see our nurses to get, for example, a prescription for the contraceptive pill or HRT, rather than always having to see a GP for selected medications.

Lots of genuine progress has been happening in transforming how primary care works. For example, recognition that primary care should not just be about GP's and nurses, but a much wider range of relevant professionals dealing with health issues at a local level. In our own practice we now have an NHS physiotherapist, Catriona and a new community support worker, Rachel, as well as reaping the benefits from several pharmacist colleagues – Anne, Andrew and Jo - working with us to help with prescribing queries and projects, and manage repeat prescriptions. Overall, we feel this modern GP team is much stronger and that by integrating different professionals that we mutually benefit from our collective expertise, and therefore that patients also benefit.

Despite this, being a GP is in many ways the same as it always has been. Standard GP appointments are 10 minutes and we all do house calls every day! We all have our own lists of patients and encourage patients to stick with the doctor that knows them best for follow up. We must be able to deal with any symptoms and issues that come through our door, which are rarely presented to us in textbook diagnostic manner as seen on TV soap operas. Chest pain, memory loss, acne, infertility, falls, skin cancer, malaria, sepsis.....the possibilities are endless! Whilst all the while we endeavour to treat the person, not the “disease”, by finding out what patients think and expect when they come in to see their GP. Everyone at the Green Practice cares deeply about the work that we do as a team to continue to deliver excellent NHS care at the frontline, despite growing challenges . . .

Until next time, we wish you all a Merry Christmas and a Happy New Year!

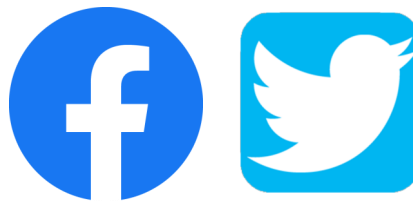


Newsflash!

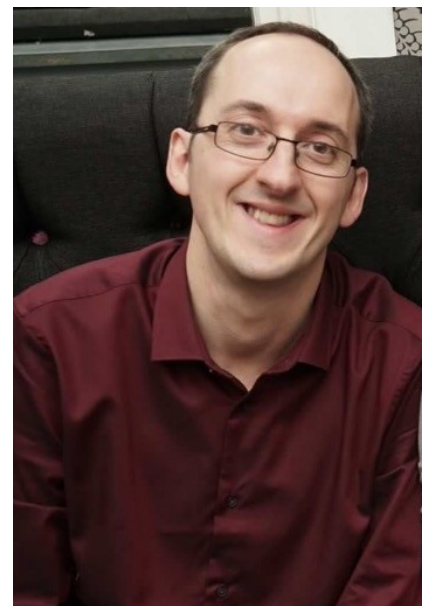
Looking to the past, present and beyond . . .



We are pleased to introduce our new Practice Manager, Mr Russel Sanders, who has worked his way up through the practice over the last 20 years and who knows general practice organisation inside out. He brings a particular wealth of IT expertise, great interpersonal skills and a huge wealth of knowledge and experience to the practice.



Follow us on Facebook and Twitter (@SHCGreen) for up-to-date practice news (including closure days, new GPs and events!)



We bade farewell to our longstanding former practice manager, Mrs Linda Skeldon, who was with our practice for 30 years. Linda worked like a Trojan for decades, and was enormously committed to the practice and our patients. We are forever grateful for her unstinting work ethic and tenacity and care.

The practice held a party to celebrate Linda's well earned retirement – we were very lucky that it coincided with fireworks over the castle for Diwali, which gave us a special backdrop from the terrace on Princes St! Most of the former GP partners and many other colleagues from over the years were there, and the current GP partners gave Linda a rendition of "So Long, Farewell" from the Sound of Music at Linda's request!

Stay tuned for a patient feedback survey in early 2020

We want to hear from you!

Don't forget to book your **flu vaccination** for this year! Flu season runs from October through to March and is your best form of defence against the virus. **THE VACCINE ISN'T LIVE SO THERE IS NO RISK OF ACQUIRING THE FLU FROM THE VACCINE!**

Fond farewells and warm welcomes

We pride ourselves on training the GPs of the future but for us and patients alike, we understand how hard it can be to say goodbye to a well-loved doctor.

Dr Jack Bray completes his three-year GP training rotation and will be leaving us in February 2020

Dr Melissa Vipond will be moving on to hospital posts in February 2020, including Psychiatry and Obstetrics and Gynaecology before returning to her final GP post in eighteen months. She will be replaced by Dr Scott Booth.

Dr Kirsten Swindells will be leaving us in August 2020.

FY2 doctors in their second year of postgraduate training rotate every four months through GP and hospital posts. Dr Jamie Burke has started at the practice this month and will be with us until April 2020. Dr Greta Jacobsen will take over when he departs.

Meet the team!

“Can I ask for a brief descriptions of your symptoms ?”

Our admin team are responsible for signposting patients to **the best source!**

We will always refer eye concerns to an optician since they have the best equipment to view your eyes.

Most pharmacies offer a Minor Ailments service—including treatment for UTIs and impetigo if appropriate

Hi! I'm Rachel – The Green Practice's new Community Link Worker. I am here for the Practice's older patients who would like a bit of help to:

- Join a group or activity
- Get out of the house more
- Make new friends
- Get some help at home
- Volunteer and more!

I can see you either in the practice or at home, where we can have a chat about you and what you might like some help with. **This is completely free of charge.**

If you think this might be useful to you (or someone you know), just ask your GP or nurse during your appointment, or give the practice a call.



Hi !!I'm Catriona, the new physiotherapy advanced practitioner at the Green Practice. I am in the practice to help patients get early advice on any musculoskeletal problems. The aim is to give early diagnosis and advice and where necessary refer on to appropriate services including physiotherapy rehab. I can refer to orthopaedics, the spinal pathway and for appropriate investigations including X-ray. I qualified in 2003, and went on to specialise in musculoskeletal physiotherapy over 10 years ago.

I have a specialist interest in sports injuries, working in rugby and other sports for more than 10 years. I have worked with professional and amateur athletes at age group and international levels. So far I have thoroughly enjoyed being a member of the team and thank you for making me feel so welcome.



We'll be there for you!

In terms of access, we now offer a text reminder service for appointments and for getting in touch with patients about results. **Please provide us with a mobile number as this is the most efficient way of contacting you!**

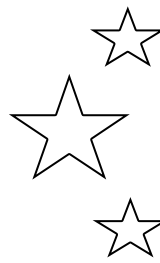
We have some evening surgery appointments for those who cannot attend normal appointment hours due to work. These are available once a week , with a partner GP and the days tend to vary.



Did you know the practice processes approximately **250 prescriptions a day?**

We advise a 72hr turnaround to ensure they are ready for you to collect—either from us or the pharmacy!

In other news . . .



Congratulations to **Dr Jack Bray** who passed his final GP exams in October this year!

He has been an incredible asset to the team here and we have every confidence he will make a great GP

The Cheyne Gang was created in 2013 by three Practice Nurses from Edinburgh; Pauline Waugh, Sarah Marshall and Anne Ritchie who are all singers and specialise in respiratory nursing. Having carried out a small piece of research with 8 patients from the Green Practice who had Chronic Obstructive Pulmonary Disease (COPD), they discovered the very positive physical, mental and social health benefits of singing for breathing noting the patients controlled their breathlessness better, needed less of their inhalers, had fewer flare ups and felt more confident in managing their condition. They described feeling more positive about their health, had made new friends and felt less anxious and socially isolated.

The members learn natural breathing techniques to control their breathlessness and improve their capacity by engaging their abdominal muscles allowing deeper breathing. The songs chosen by the Specialist Voice Coaches use phrasing and pacing to engage the correct muscles. Songs are learned by heart so improving cognition and movement is incorporated to help with de-conditioning associated with lung disease. People with respiratory conditions such as COPD, Bronchiectasis, severe Asthma and Pulmonary Fibrosis are all welcome to attend sessions which are run twice monthly in Lifecare, Stockbridge and in Leith, The Pleasance and Oxfangs. Details can be found on our website www.thecheynegang.com.

As a charity we are constantly fundraising to continue our work and offer our service more widely. We are taking part in 3 pieces of clinical research in order to prove the benefits we see to the NHS in the hope that one day we'll be able to offer 'singing for breathing' on the NHS as part of the management of respiratory disease.



ROADWORKS IN PROGRESS

The Stockbridge area is imminently going to be facing **8 months** of gas works which will affect certain roads in the area.

The upgrade will see Deanhaugh Street completely shut for 8 weeks from January 6th before the westbound lane of Raeburn Place will be shut to traffic for 22 weeks.

The work is due to be completed by the first week of the Fringe in August 2020.

Obviously we are aware how inconvenient this will be for our patients. We are to assume buses and traffic routes will be diverted but unfortunately have yet to hear anything.

PLEASE LEAVE PLENTY OF TIME TO GET TO YOUR APPOINTMENTS



We now have a collection box set up in the practice for donations!

These food items must be **non-perishable**. Suggested donations include:

- Tinned goods (vegetables, fruit, meat)
- Biscuits/crackers
- Chocolate/sweets
- Pasta/rice
- Sauces
- Shampoo
- Cleaning products
- Cereal

DO NOT ATTEND the practice if you have symptoms of vomiting and diarrhoea

Hygiene & hydration to treat Norovirus!

It's been reported that 1 in 5 people in the UK live below the poverty line. For this reason, we are proud to announce our participation with Edinburgh North West Foodbank scheme.

Maybe Christmas doesn't come from a store
Maybe Christmas perhaps means a little bit more

It came without ribbons, it came without tags
It came in the form of non-perishable food items in boxes, tins or bags!

This Christmas, in lieu of gifts from you,
We invite you to donate to people less fortunate than you

Huge thanks to all those patients who have been kind enough to drop off Christmas cards and goodies to GPs and our admin staff. We are always very grateful for these items as sweet treats can go a long way on a cold Monday morning!

Let's have a great 2020 together!



Brexit Breakdown



We, like most in the UK, have concerns about the future in regards to Brexit . . .

However, we are responsible for reassuring you that there are NHS safeguards in place. For those taking regular medication, please order as you normally would. Do not order your medications out-with the regular repeat cycle. **We are also unable to provide larger quantities of medications.**

The government have supplies set aside to support NHS patients should we eventually leave the EU and have established transport links to make sure medicine continues to flow into the UK.

It is important for us to maintain our close links with local pharmacies as they can advise if there is any stock issues with medications. We will always aim to prescribe as close an alternative as possible should this be the case.

Don't panic!

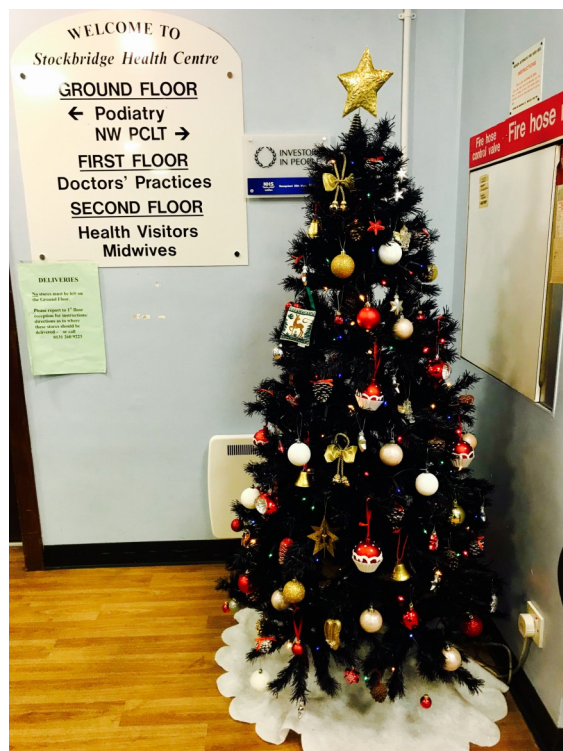


Feeling festive!

On Friday 13th December, staff took part in **Christmas Jumper Day** in aid of Save the Children.

As you can see from the picture above, not only were we keeping toasty but there were a few beaming faces as well!

We'd like to thank everyone who contributed as we understand how expensive this time of year can be. All profits go to a very worthy cause and will be much appreciated by children around the world.



Many thanks to Sophie and Lara in our admin team who kindly organised a Christmas tree for the entrance foyer. See above!

They collected old baubles, trinkets and lights from practice staff and we think it is a lovely, welcome sight for our patients.

Festive Hours 2019:

We will be **CLOSED** on the following days:

Wednesday 25th December (Christmas Day)
Thursday 26th December (Boxing Day)

Wednesday 1st January (New Year's Day)
Thursday 2nd January



The practice will be operating with a **reduced service** on both Christmas week and New Year's week. As we will have limited staff during this period, appointments will be **ON THE DAY ONLY**.

Should you require medical attention out-with our practice hours, please call NHS24 on 111.

In an emergency, please call 999

***Normal practice services will resume on Monday 6th January 2020.**

To all our lovely patients, please have a safe and merry Christmas as well as a wonderful New Year!