



In This Edition.....

New Orchard Medical Practice Team Members

MSK Service

CWIC Mental Health Service

Community Treatment and Care—CTAC

Counterweight Service

Community Links Workers

Flu & Covid Vaccination Programme 2021/22

Access to GP Services

New GP Team Members

We are delighted to introduce four new GPs to the Orchard Medical Practice Team

- Dr Sonia Keane joined us in October and has replaced Dr Susanne Maxwell. Dr Keane's usual days are Wednesday and Friday.
- Dr Alexandra Young joined us in November and is our new GP Specialist Trainee. Dr Young will be with the practice until September 2023 when she completes her GP training.
- Dr Andrea London will be rejoining the Team in January 2022. Dr London is also a GP Specialist Trainee and will be with the practice until November 2023.
- Dr Rebecca Grey also joined us in November and is our GP Retainer. Dr Grey will work two days a week on a Monday and a Thursday.

MSK (Physiotherapy)

The MSK helpline is available to all patients suffering from muscle and joint pain. The helpline offers assessment, support and onward referral to more specialised support if required. Patients do not need a referral from their GP to access the MSK service and can call 0300 3690 680 between 9am and 11.30am Monday to Friday.

CWIC Mental Health

The CWIC Mental Health Team are based at East Lothian Community Hospital and offer patients access to a variety of Mental Health therapies.

If you are feeling anxious, depressed or have other worries about your mental health, you can call the team direct on 01620 642 963 between 9am and 4pm Monday to Friday. An experienced worker will take your details and make an appointment for you to speak to a specialist mental health practitioner who will ring you back at a time that is convenient for you within the next 36 hours. The practitioner will assess you over the phone, and provide help and support and, in some cases, a referral on to other services.

CTAC—Community Treatment & Care

The CTAC Service is based within East Lothian Community Hospital and was set up in July 2020 to provide treatment room services to our patients. Services offered include:

- Wound Management (Dressings)
- Stitch Removal
- Vitamin B12 injections
- Pre-Chemotherapy and Virtual Haematology clinic blood tests
- Ear Syringing (the CTAC nurse will assess each patient before syringing is booked)
- Doppler Assessment (please contact your GP for referral for Dopplers)

The service is open between 8am-5pm and patients should contact CTAC direct on 0131 446 4227 to book an appointment.

Counterweight Service

Get Moving with Counterweight is a one-year healthy lifestyle programme, which supports individuals – including those at risk of type 2 diabetes – to eat well, get active and manage their weight for life. The service is provided by NHS Lothian and is delivered by health coaches at local leisure centres. To find out more about Get Moving with Counterweight and for more information and how toPTO

participate, please contact our Senior Practice Nurse Laura Michell. Patients can also contact the Counterweight team directly by phone on 0131 537 9169 or email—
weight.management@nhslothian.scot.nhs.uk

Community Links Workers

Patients of all three Haddington Practices can now access support from our community Links Workers, Emma and Lauren. Emma and Lauren can provide support and signposting on a number of social problems such as stress, anxiety, loneliness, benefit issues, housing issues, finance/debt and many other areas of life that can cause difficulties. Patients can access the service direct by calling Emma on 07717 483008 (Mon-Wed) or Lauren on 07879 658116 (Wed-Fri) or ask our Patient Care Advisors, GPs or Practice Nurse for a referral to the service.

Flu/COVID Vaccination

Flu & COVID vaccinations have now been centralised across NHS Lothian and patients are being offered vaccinations at mass clinics throughout the county. NHS Scotland are co-coordinating the invitations and patients will be invited to book an appointment in line with the governments vaccination priority list. Please check for updates on booking eligibility on TV and radio adverts and through social media channels. Patients who are invited for a flu vaccination will be offered a COVID booster if there is at least 168 days between their 2nd vaccination and their appointment date. There are currently no open access clinics for flu and COVID booster vaccinations however, if you have not had your first dose or are eligible for a 2nd dose of COVID vaccination and have proof that you have had a first vaccination you can attend East Lothian Community Hospital between 9am-3 pm on a Saturday or Sunday. Children aged 12 – 15 can also attend. Unfortunately the practice is unable to book, cancel, change or prioritise flu and COVID vaccine appointments and all enquiries should be directed to the Covid helpline on 0300 790 6296. Call the vaccination helpline to register, reschedule and book 0800 030 8013 – Option 1.

Access

On contacting the practice, patients are asked for some information on the reason for their request for an appointment. This is so that our Patient Administrators can make sure that you are di-

rected to the right person and to make sure that patients have the shortest wait possible to speak to the right healthcare professional, including the GPs.

If a GP consultation is appropriate, this will be carried out over the phone in the first instance. This will allow the GP to take a full clinical history from you and will help them decide whether they need to examine you. If you need an examination your GP will book you into a face to face appointment, this may be on the same day or in a few days time depending on symptoms and urgency.

There are two main reasons that we cannot go back to patients booking directly in to a face to face appointments:

1. Social distancing means that we can only fit 3 patients into our GP waiting room at any one time. This has reduced the number of appointments we can offer. We therefore have to carefully schedule our face to face appointments to ensure that unwell and vulnerable patients are not put at additional risk by sitting in a cramped and full waiting room.
2. The number of patients who contact the practice who feel they need advice from their GP has increased dramatically and we do not have any additional resources to help manage this demand. By scheduling a mixture of 15 minute face to face appointments and 10 minute telephone appointments the GPs can work through more patients on their list. For example, on a busy duty doctor morning surgery the GP will have up to 30 patients on their list. If all of those patients were to be seen face to face in 15 minute appointment slots it would take 7.5 hours to work through their morning list. This is unmanageable.

During the busier winter months we need to make sure that our patients are managed by the most appropriate healthcare professional. This could be the local pharmacy, physiotherapy, minor injuries service, mental health services, etc. This will ensure that we can keep appointments free for the GPs to have consultations with the patients who need their expertise. We hope that our patients will support our efforts in keeping waiting times down by accessing other healthcare services where appropriate.

Thank you for reading our newsletter!