

Newburn^{HC LLP}

OLD ABERDEEN MEDICAL PRACTICE

Welcome to Newburn HC LLP.

If you are a new patient just joining us or an existing patient looking for some further information, we hope that this information leaflet will help you with any queries you may have.

How do I contact the practice?

You can contact the practice in two different ways. The practice opening hours are Monday to Friday 08.00am to 18.00pm and our phone lines are in operation from 08.30am to 17.30pm. Our practice phone number is 01224 486 702. This will take you through to our reception team. You can also contact the practice via eConsult which can be accessed via our website, www.oldaberdeenmedicalpractice.scot.nhs.uk. We kindly ask that you do not use our practice email addresses to request appointments as we will be unable to action this.

How does your appointment system work?

We operate an on the day triage appointment system. Each day our phone lines open and our “on the day routine appointment” slots open up. The reception team will ask you for a brief description of your medical needs in order for your call to be placed onto the appropriate clinician. Once all our routine appointments have been taken for the day, we then move onto urgent requests only for medical concerns that cannot wait until the next working day. If your medical concern is not urgent, you will be asked to call back the next working day at 9am to book a routine call back appointment slot. There is a high demand for appointments so we recommend calling as early as possible.

Once you have your routine call back appointment booked, the following will take place:

- You will be placed on a call back list for one of our clinicians to call you back the same day. We cannot specify a time because triage means the clinicians prioritise their own calls in regards to each patient’s medical needs.
- The clinician will call you and discuss your medical needs. If the clinician decides they need to see you face to face – they will arrange this with you.
- If you miss your call, the clinician will try you once more. If you miss both of these calls, you will need to re book for another day.

What if there are no appointments left for today and I feel my medical condition needs dealt with urgently?

If you feel that your medical concern is urgent and this cannot wait until tomorrow, the reception team will ask you for a brief description of your medical concern. This will then be placed onto the emergency list for our duty clinician. The duty clinician will then make a clinical decision on the next step. This may be a call back on the day or you will be added to a call back list for the following day.

How do I use eConsult?

eConsult is an online service where you can complete an online form tailored to your medical concern which will be processed by our administration team and placed down for a clinician's attention. These will be actioned within 48 working hours. If you have multiple issues that you wish to discuss with the clinician over eConsult, we ask that you do a separate eConsult for each condition. Please take advantage of the photographic section for rashes etc so our clinician can see this before contacting you. Our eConsult service is available on our website, www.newburnhc.co.uk. Each day we have an eConsult appointment list that is run by our clinicians. Each eConsult is treated the same as any other appointment and takes up the same amount of time. Our eConsult service opens at 8am and once all the eConsult appointments for the day have been taken, the service will close until the following day.

How do I order my repeat medication?

Ordering repeat medication is patient responsibility so we kindly ask that you ensure that you order this in plenty of time. It can take a minimum of 3 working days for a prescription to reach the pharmacy, and once this reaches the pharmacy, it can take a further 72 hours for the pharmacy to process the prescription. We have several options open to patients for ordering your repeat medication.

- **Prescription Line – 01224 551 531**
- **Online Prescription Ordering – www.oldaberdeenmedicalpractice.scot.nhs.uk**

When you are ordering your repeat medication, we ask that you remember to state your name, date of birth and the medications needed. If we do not have all the information required, it can be difficult for us to issue you with what you need. Please note that ACUTE medications can take a couple of extra days due to the extra checks these need to go through.

If you receive a prescription from the pharmacy with a note attached asking you to make a review appointment before your next prescription request – please do not ignore this. These review requests are there for your safety and if you do not comply with these requests, we will not be able to issue you with your medication.

House Visits

House Visits are only for patient who are known to be housebound. If you are requesting a home visit then we ask that you call as early as possible. These requests will be triaged by a clinician and a clinical decision will be made. Newburn HC LLP uses a centralised service called "City Visits" where possible for home visits. Therefore, you may be visited by a clinician from either service.

Frequently Asked Questions

Why is it sometimes difficult to get through on the phone lines?

We have a full reception team operating the phones from 08.30am until 17.30pm. At present, the demand on general practice is extremely high and there are consistently high numbers of patients trying to get in touch with us at the same time. We understand that it is frustrating for patients when they have to wait for their call to be answered or have to try several times to get through but please be rest assured that we are doing the very best we can to answer every call and assist each patient that calls.

Why do you sometimes go onto "urgent appointments only" early in the day?

This is due to patient demand on the day and this is not easy to predict. Once all routine appointments have been taken for the day – we will then move onto urgent requests only.

Why is eConsult not open 24/7 and why does it sometimes close early?

Each eConsult that is submitted, is treated that same way as any other appointment. This means that the administration team puts your eConsult to a clinician and they will assess and action your medical concern. This means that the service is not a limitless service and therefore once all the eConsult appointments are taken – the service is at full capacity and needs to close for the day. Patient demand for eConsult is extremely high because many of our patients find that this is easier than waiting to get through on our switchboard, and therefore that can mean that some days the eConsult service has to close early.

Why can't I come down to the practice to request an appointment via the intercom?

The reason we cannot book appointments via the intercom is because it does not protect patient confidentiality. The reception waiting area is a very busy area and this is not a safe space to discuss your medical concerns. The staff who are operating the front desk are dealing with all patient face to face appointments and clinics. This is why we ask all patients to follow the correct protocol for booking appointments so that you go through to the correct team.

Why do I have to speak to a clinician via the telephone first when I want a face to face appointment?

This is so you can discuss your medical concern with the clinician first, who will then medically assess your needs and together you will decide what the next course of action is. This means our clinicians can talk to the majority of patients first within a couple of days of them calling us, instead of waiting weeks for an initial face to face appointment.

What if I have forgotten to order my medication and I have no medication left?

We understand that mistakes can happen and if you call us and discuss the situation with us, we will do our best to assist you. We may need to speak to the duty clinician first or our in-house pharmacy team in order to come up with the best solution for your problem. Please be advised that if you are getting an on the day emergency prescription, this will be available after 5pm. You can also contact your usual pharmacy and request an emergency supply of medication to tide you over until a prescription can be generated for you.

Why do I still have to wear a mask when attending the practice?

This is simply to protect other patients and staff. We currently treat a high number of medically vulnerable patients and we need to ensure that they are as safe as possible while attending the practice. If you have forgotten your mask then please let the reception staff know and we will be happy to provide one for you. If you are medically exempt from wearing a mask, then please let us know.

All the staff at Newburn HC LLP (Old Aberdeen Medical Practice) are here to help you and we are happy to assist you with any queries you may have. We ask you to please follow the protocols that we have in place so that the system remains fair for all patients.

Thank you.