

NEWSLETTER

Welcome to the Jedburgh Medical Practice Newsletter. This newsletter will be produced monthly with information about the Practice, who we are and how you can access our services.

The last year has been challenging for everyone, and we have adapted our systems whilst navigating NHS & Government protocols and restrictions. As these restrictions ease we continue to develop new ways of working to meet our day-to-day challenges. With an increasing practice list size, as well as working our way through a backlog of requests and consultations, we look upon this as an opportunity to ensure our appointment system is used efficiently and effectively. We will continue to transform and develop using our team of Clinicians to meet patient needs.

We operate a telephone triage system to allow us to manage those that need to be seen each day. This system determines the level or urgency for each issue, which Clinician is best placed to see you, and also the timing of the appointment as required. We have a team of Clinicians here at the Practice to assist you including GPs, Advanced Nurse Practitioners, Physio, Practice Nurse, Pharmacists and Healthcare Assistants.

How does it work?

Step 1: Speak to our Patient Advisors on 01835 863 361

Step 2: GP or Advanced Nurse Practitioner will call you back

Step 3: You will be invited in for an appointment if required

We currently have an average of 762 appointments per week.

Whilst working within NHS Borders, we support their system for the public to access the Right Care, in the Right Place, at the Right Time. We receive support from NHS with Minor Injuries, Treatment Rooms and COVID symptomatic patients.

Advanced Nurse Practitioners (ANPs)

We are fortunate to have two experienced ANPs here at the Practice, Lynne Finlayson and Emma Brown, who are highly skilled senior nurses with advanced clinical skills. The role combines advanced nursing skills with clinical, diagnostic and treatment skills. ANPs are able to prescribe, medication, and also have access to GPs for advice and support.

ANPs deal with patients with an acute (or short term) illness such as

- abdominal pain
- allergies
- chest infections
- coughs & colds
- diarrhoea & vomiting
- ear & eye infections
- emergency contraception
- fever
- gout
- headaches & migraines
- insect bites
- skin problems & rash
- STDs
- urinary infections



COVID Vaccinations

Hub Telephone: 01896 809 250

Vaccine Status:

You can access your vaccine status if you chose to travel, and need to provide a record of your vaccination status by the destination country.

www.nhsinform.scot



Annual "Birthday" Month Review

As part of improving our recall system, patients with long-term medical conditions are asked to make an appointment in their birthday month for a review. This will allow us to review all conditions such as asthma, COPD, diabetes, hypertension, heart disease and kidney disease. We will be writing to patients around their birthday month to invite them for their review appointment.