



## Winter Resilience

In this bulletin we provide tips and information regarding the help and support that's available to ensure you can access primary care services when the weather makes doing so more challenging. In the winter months, the impact of extreme weather can compound already difficult journeys to the GP surgery, Pharmacy or Hospital for some patients.

### When this occurs, we can help you to

#### 1. Access GP consultations - "Near Me" video platform

When snow or ice prevents safe travel to your GP appointment, we can consult with you online, via our video platform. This should be arranged by contacting reception staff to set up this option.

To access the platform, use the link [www.aboynemedicalpractice.co.uk/appointments](http://www.aboynemedicalpractice.co.uk/appointments)

Once you're on the platform, click on "start video call" where you will be prompted to enter your basic details and be held in a "virtual waiting room" until the time of your appointment when the GP will connect with you.

#### 2. Travel safely to appointments and have prescriptions delivered

Mid Deeside Community Trust offers safe secure transport solutions to local hospital and practice appointments.

Patients should call the central number 013398 85222 and speak to staff there to arrange what transport is required.

In addition, they offer a weekly prescription collection and delivery service that can be arranged if patients call the same number and register details.

### Can you help us, to help you...?

#### 1. Stay in contact

To ensure the GP surgery can contact you easily throughout the year, they need valid contact details. Please ensure your records have been updated with your correct mobile number and email address so that the surgery can keep you informed about things which you may be unaware of (such as the information above).

#### 2. Process your prescriptions quickly

If you have not done so already, please consider registering for our online prescription service. Please contact the surgery for more details.

This process requires a short form to be completed and a single form of ID to be shown. The Surgery can then begin the process of receiving and completing your prescription requests more efficiently, without the need to use the telephone answering machine.

**Aboyne Medical Practice Patient Participation Group**

**December 2024**