



## **ABOYNE MEDICAL PRACTICE - SPRING 2025**

### **Meet ... The reception team**

We have a team of 11 receptionists that work hard to help patients access the right care with the right person. They will ask for a brief description of your problem when you call, to ensure the right professional deals with your request. This may at times include signposting your query to other associated teams such as pharmacy, opticians, or the practice physiotherapists.

In addition to booking appointments over the phone, they are also responsible for arranging blood tests, ECGs, heart monitors and blood pressure checks.

When not busy with these tasks, they action all repeat prescription requests ensuring these are signed and collected by the local pharmacies in a timely manner.

The reception team are most patients' first contact with the Practice, and we are proud to have such a motivated dependable group to rely on.

### **Seasonal Issues**

#### **Hay fever**

**[www.nhsinform.scot/illnesses-and-conditions/immune-system/hay-fever](http://www.nhsinform.scot/illnesses-and-conditions/immune-system/hay-fever)**

It is coming to that time of year where those of us that suffer with hay fever begin to look forward to the light days but not the sneezing and itchy eyes.

It is always worthwhile ordering any relevant repeat prescription items before the season begins, as many of us are triggered by tree allergens which start in the early springtime, well before grasses and pollens.

Most hay fever remedies for occasional use can be supplied at the local pharmacy.

#### **Tick Bites and Lyme disease**

**[www.nhsinform.scot/illnesses-and-conditions/injuries/skin-injuries/tick-bites](http://www.nhsinform.scot/illnesses-and-conditions/injuries/skin-injuries/tick-bites)**

Although ticks are thought to be most active May to September, The Cairngorms area sees frequent cases from as early as February each year and so familiarising yourself with what to do through the link above is worthwhile.

For examples of the typical rash often seen with Lyme disease (borrelia bacteria carried by ticks) as well as a useful breakdown of the stages and timings of such infections please visit the excellent Dermatological website below

[www.dermnetnz.org/topics/lyme-disease](http://www.dermnetnz.org/topics/lyme-disease)

### **Focus on.... reducing paper letters**

GP practices need to ensure their patients stay informed therefore in today's fast paced and busy world effective, efficient, safe, and eco-friendly communication is critical.

In line with this Aboyne Medical Practice will begin switching over to a text-based reminder/recall system. Initially we will be targeting annual monitoring for patients with chronic medical conditions and the text messages will replace our traditional reminder letters. These should be far more efficient both in staff time to set up and send as well as in delivery by avoiding delays in mail reaching patients or lost mail.

This approach will also be more cost effective by reducing stationery and postage costs as well as being a much more sustainable and greener option, reducing our environmental footprint.

Clearly there may be some patients who do not have access to this technology and we will continue to contact them as before however would urge all patients to ensure updated and accurate contact details, ideally with a mobile number and email address, so that we can continue to develop modern communication methods to benefit our patients and keep them connected and informed.

### **Did you know?**

GPs see over 90% of all patient contacts in the NHS yet are allocated less than 7% of the national NHS budget in 2024, a further reduction from 11% in 2004.

The average patient attended their practice 3-4 times per year in 2014 and this rate had increased to 7 times per year by 2024.

A single 10-minute GP consultation costs the NHS £56

### **Final Thought**

Despite being famed for his Oath that all doctors take on qualifying, Hippocrates also said

"The greatest medicine of all is teaching people how not to need it."

He was an advocate of what is now called "preventative" or "lifestyle medicine" but is more relevant today than ever.