



## Armadale Group Practice – Autumn 2021 Newsletter

**Issue 43**

**September 2021**

**Dorothy Conn, Practice Manager**

Welcome to the new issue of our Newsletter; designed to keep you up-to-date with developments in the Practice.

### Covid-19

We are continuing to work under Scottish Government and NHS Lothian guidelines in respect of infection control measures. We appreciate this is frustrating for patients; it is for us too, however, we do have extremely vulnerable people attending the Practice and we need to protect them, their families, other patients and our staff also. Many cancer patients attend here to have their blood tests prior to chemotherapy as well as other patients whose immune systems are compromised. The Scottish Government has recently announced that the emergency footing will continue until at least 31 March 2022. We will obviously keep you updated of any changes.

Reliable information on Coronavirus can be found on [NHS Inform Website](#). This updates frequently.

Everyday questions  
about your health

The answer is NHS inform

www.nhsinform.scot  
0800 22 44 88

NHS  
inform  
Health information you can trust

### Seasonal Influenza Vaccination Programme 2021-22

The Winter Vaccination Programme will start in September 2021. You can find out if you're in a priority group eligible for a flu vaccine on [NHS inform](#). There is also lots of information on the West Lothian Health and Social Care Partnership website - <https://westlothianhsc.org.uk/fluhub>

## Appointments

We are continuing with our telephone and video consultations at the present time. Once you have spoken with the GP, they will make the decision to ask you to attend the surgery if necessary. Please do not be abusive to our Reception staff; they are working under the guidance of the GPs. The process for video consultations is attached.

Our appointments continue to be mainly bookable on the day; this means that any advice you need, problems you have, etc can be dealt with on the same day. Working in this manner has reduced the need for patients to 'phone back the next day or even beyond that. If you are required to come to the Practice, please wear a face covering; this does not need to be a mask but anything that covers your nose and mouth is adequate. **If you have symptoms of Coronavirus (Covid-19), you should not contact the surgery but telephone NHS24 on 111 and they will give you advice.**

## Prescriptions

Please remember that you can sign up to our online service. If you have access to a computer or tablet, then this is the quickest and easiest way for you to order your medication. You can pick up a registration form from our Reception Desk or from our website (armadalegp.co.uk).

## Text Messaging Service

We can now send you text messages rather than letters, however, we need your consent to do this. If you have not signed up to this services, please pick up a form from our Reception Desk or, alternatively you can get this from our website (armadalegp.co.uk)

## Staffing

I am pleased to inform you that we have 2 new Receptionists – Rachel White and Chloe Miller. One of these is to cover Lesley Moffat who is now on maternity leave and the other has been created to help cope with the demands of the Practice.

## Dates for your Diary

Public Holidays:

Monday, 27 December 2021 – in lieu of Christmas Day	Tuesday, 28 December 2021 – in lieu of Boxing Day
Monday, 3 January 2022 – in lieu of 1 January	Tuesday, 4 January 2022 – in lieu of 2 January

Please ensure you have medication to last over the holiday periods.

**Remember that NHS24 can also provide routine medical advice during the day, even when the practice is not on holiday.**

**Finally, do** you have any suggestions for items you would like to be included in the newsletter? We appreciate any contact, whether you like something or whether you have suggestions for change – drop a note to the Practice Manager, Dorothy Conn.

# Attending your appointment via video

## Armadale Group Practice

Where appropriate, you can attend your consultation online via a video call.

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and brings your care closer to home.



### Where do I go to attend my appointment?



Go to: <https://nhsattend.vc/78241>

Instead of travelling to your appointment, you enter the clinic's online waiting area. The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account.

No information you enter is stored.

#### ✔ What do I need to make a video call?

- ✔ A good connection to the internet  
If you can watch a video online (e.g. YouTube) you can make a video call
- ✔ A private, well-lit area where you will not be disturbed during the consultation
- ✔ One of these:
  - 🌐 Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone
  - 🍏 Safari web browser on an Apple iMac, MacBook, iPad, or iPhone
- ✔ Web-camera, speakers and microphone already built into laptops or mobile devices

#### 🔒 Is it secure?

Video calls are secure; your privacy is protected.

You have your own private video room that only authorised clinicians can enter.

#### ⬇️ How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

An Attend Anywhere video call uses a similar amount of data to Skype® or FaceTime®.

#### £ How much does a video call cost?

The video call is free (except for your internet usage).



**Smartphone and tablet users**  
If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

See over for more information on how to make a video call