

The Maryhill Group Practice

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www.elginhealthcentre.co.uk



Redsky Productions will be carrying out filming at the Practice from 19th June 2017 until October 2017 in order to produce a three part BBC documentary series about the Maryhill Group Practice.

Red Sky Productions will be in the health centre over the coming months to film a three-part BBC documentary series that will go behind the scenes of the Maryhill Practice. While the focus is on the health centre staff, the patient experience is very important, and the production team intends to capture some patient interactions.

The production team will be respectful of patient confidentiality and privacy, and nothing will be included in the programme without full consent. We thank you for your patience during this process, and please don't hesitate to ask any member of the Red Sky team if you have any questions.

You may be asked to sign a consent form if you agree to be filmed.

UPDATED WELCOMING TELEPHONE MESSAGE

To help improve your patient's journey when phoning the Practice, Dr Taylor has recorded a message introducing himself and to advise you that the Receptionist will ask you for some details relating to the nature of your call. This is not the Receptionist being nosy, it is to enable her to address your call and to direct it to the most appropriate clinic or person.

We hope that the personal message from one of our Partners introducing himself assists you with understanding our systems and that the message is a lot clearer to hear than the previous message.

HEALTH CENTRE CLOSURE DATES

10th July - Closed All Day - GMEDS Holiday

25th September - Closed All Day - GMEDS Holiday

STAFF NEWS

We are all delighted to welcome back **Adeline Moss**, Community Nurse Team Leader, who returned to the Practice on 9th May following planned surgery on her shoulder.



We are sad to announce that **Dr Katy Miller** will be leaving the Practice on the 7th July as she and her family are moving to work in a school in South India. She has expressed her sadness at leaving but thanks everyone for the opportunity to work with the Maryhill Practice team. We would like to wish her and her family every success for the future.

Joe O'Brien, Nurse Practitioner, will be leaving on the 23rd June to take up a civilian role with the MOD in Kinloss and **Gill Watson**, Practice Nurse will also be leaving us at the end of August as she will be relocating to Ireland. We wish them both well for the future.

We have recently been joined by new receptionists who are currently undergoing training in all areas of reception—please be patient with them!

LISTENING SERVICE

For the next 9 months the Practice will have the opportunity to refer patients to a GP Practice based community chaplaincy listening service. This is a **listening service only** not counselling or a treatment type service.



The gentleman who will be providing this service is called **Ian Pallet** and he will work on Tuesday afternoons at Elgin Health Centre. He will offer two routine 50 minute appointments and two review 50 minute appointments in an afternoon. If you are interested in using this service, you should speak to any member of the Medical Team who will assess appropriateness and if it fits the criteria for this service they can organise the necessary referral.

MENTAL HEALTH LINK WORKER SERVICE

The Maryhill Practice is now part of a Moray Wide Mental Health Initiative to help provide support for those who have a mental health diagnosis. This role is carried out by Mental Health Link Worker, **George Cull** and access to this service is through either your GP or Nursing Staff at the practice. This is not a specialist mental health role but does give people the opportunity to talk through issues and be supported to use identified beneficial services.

In addition to linking into voluntary and other non statutory services, George also works alongside GPs, Nurses and other professionals within the practice.

There may be many reasons you might want some help and those could include:

- Anxiety
- Depression
- Money Worries
- Getting Back to work

The Mental Health Link Worker can either meet you at the Maryhill practice or at an arranged place with a view to supporting positive change in your life.