

# Newsletter

September 2020

## Our Staff

### Doctors

Dr Marjolein van Schayk  
Dr Angus Lyon  
Dr Holly Tyson  
Dr Ingrid Seatter  
Dr Zoe Shepherd  
Dr Aneta Filipek  
Dr Colin McNab (GPST1)

### Nurses

Cindy King  
Susan Bruce  
Olive Robertson

### Healthcare Assistant

Doris Leonard

### Practice Manager

Joanne Linklater

### Office Manager

Karen Mackay

### Admin

Glynis Macleod  
Sylvia Donaldson  
Tracy Seatter  
Debbie Scholes  
Lorraine Johnston  
Paula Spence  
Linda Holliday (Summariser)

### Shapinsay Admin

Sharon Boyd

### Shapinsay Nurses

Delia Connolly  
Heidi Simpson

### North Ronaldsay Nurse

Ian Hall



**Did you know Heilendi  
Practice has a Facebook  
page?**

## Staff Update

We welcomed Dr Holly Tyson back on the 10<sup>th</sup> August from her sabbatical in Uganda. She will normally work a Monday, Wednesday and Thursday.

We are delighted that Dr Filipek has now joined the Practice on a permanent basis and will normally work a Monday, Tuesday and Friday.

Bernie Holbrook has retired from North Ronaldsay. We are extremely grateful for her valuable service and friendship over the last 10 years. Ian Hall has been appointed as Advanced Nurse Practitioner and NHS Orkney are hoping to recruit one other person to work alongside him.

Heidi Simpson has been appointed as Advanced Nurse Practitioner in Shapinsay and will work in rotation with Delia. We welcome her to the team. Jean Coomber has retired from her Medical Administrator role in Shapinsay. We wish her a long and happy retirement and thank her for her valuable service over the last few years.

## COVID-19

Due to the COVID-19 pandemic we have had to temporarily change the way we work at Heilendi as follows:

**GP Appointments** – If you call requiring a GP appointment our administration team will book you in for a telephone consultation in the first instance. Following GP assessment on the phone you may be booked in for a face to face or video consultation if necessary.

**Repeat Prescriptions** – We would like to encourage as many of our patients as possible to register/use our online Patient Services which is available 24/7 to order prescriptions. Registration forms are available on our website. If you are unable to do this please call us on 888270 after 10am. Please note that both Chemists require **7 days** to prepare your prescription.

Thank you for patience and understanding during this time.

## GP Training Practice

Heilendi has recently qualified as a training practice and we are delighted to welcome our first GP trainee, Dr Colin McNab. He will be with us for six months from August 2020 and will then return next year to continue his training.

The receptionist will inform you if your appointment is with Dr McNab. As part of his training we will sometimes video consultations. This will only happen with the patient's written consent. We thank you for your help with this important part of his training.

### Community Link Practitioner

Community Link Practitioners work in partnership with Voluntary Action Orkney and Heilendi Practice. As non-clinical practitioners their role is to help patients navigate and engage with wider services.

They can help you find local services to meet your needs and interests including, but not limited to:

- money and benefit advice
- local activities and social groups
- care services and carer support groups
- volunteering opportunities

They will support you to work towards resolving any issues that are causing concern.

Your GP or Nurse can refer you to see a Community Link Practitioner if their support is required.

### Chronic Disease Reviews

We have updated our procedure for annual reviews for our patients with certain chronic diseases such as high blood pressure, heart disease, peripheral vascular disease and previous stroke. From August we will be inviting patients in for their annual review in their birth month. If you have more than one of these conditions then we will aim to review this during the same appointment. Please note our asthma, COPD and diabetes clinics will continue unchanged at present. When your review is due we will phone you to make an appointment with either our Health Care Assistant, Doris, or with one of our Practice Nurses. The appointment will include having a blood test. This will be followed a few days later by a medication review with a GP or Practice Pharmacist which may be done over the phone if appropriate (for some people a face to face consultation may be better and this can be arranged).

This new system will ensure you know when your annual review is due but most importantly it helps us safely and effectively manage your chronic conditions and review your medication. If you have any questions about these changes please do not hesitate to contact us.

### Thank you from Dr Tyson

I would like to thank you all for participating in the Heilendi fundraising activities for Bwindi Community Hospital in Uganda which raised £674.28 in total. This has contributed to the development of the Chronic Care service in the hospital which is now able to run community outreach so that patients with conditions such as diabetes and heart disease can be treated close to their own home. In an area where there is significant poverty and most people do not have access to transport to the hospital, the ability to provide this service makes a big impact on their health. Following on from this the hospital has plans to provide a similar community service for their newly started palliative care clinic allowing patients with end stage cancer and HIV to receive palliative care in their own homes.

The fundraising has also allowed the mental health team in Bwindi to receive training on providing psychological therapies for patients with depression and anxiety. As access to medication used to treat mental health conditions is very limited, providing psychological therapies will make a substantial difference to individuals for whom these conditions can be significantly life-limiting in a resource poor setting.

In a time when the global nature of health and disease has become so apparent and individual actions can demonstrate significant impact, I thank you for supporting the right to access healthcare no matter where you live in our world.

### Heilendi Closures

The practice will be closed on the following dates:

**Public Holidays – Monday 28<sup>th</sup> September, Friday, 25<sup>th</sup> December, Monday 28<sup>th</sup> December, Friday 1<sup>st</sup> January and Monday 4<sup>th</sup> January.**