

**Branch Surgery**  
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*Consultations by Appointment Only*

**Main Surgery**  
Cove Bay Health Centre  
Earns Heugh Road  
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AB12 3FL  
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## **Update from Cove Bay & Kincorth Medical Centre – January 2018**

### **Changes at the Practice**

Dr Caroline Bates will be joining us from the 25th January as a maternity locum to help cover for Dr Batalla. She will work every Thursday from 8am to 6pm.

### **Vision Online Services (VOS)**

It has been brought to our attention that some patients are experiencing difficulties with this new system – Please contact us directly to advise if this affects you and we will do our best to help. The Practice was encouraged by NHS Grampian to move to VOS as an initial stage to patients being able to use online services such as booking appointments.

### **Christmas Appeals**

We are delighted that we helped raise £78.50 by hosting our Christmas Jumper Day for Save the Children. We also donated an impressive 13 bags of groceries to Original 106 for their food bank appeal.

### **Forthcoming Holidays/Closures**

Please note that in addition to our closures at Christmas, we will be closed on the following public holidays:

2<sup>nd</sup> April 2018  
7<sup>th</sup> May 2018  
9<sup>th</sup> July 2018  
24<sup>th</sup> September 2018

We are also closed for staff training from 1.30pm onwards on Wednesday 14<sup>th</sup> February and Wednesday 14<sup>th</sup> March 2018.

If you require urgent medical assistance during these times, please call NHS 24 on 111 and please ensure you have adequate supplies of medication in advance of these dates.

### **Flu Injections – Still Available for Eligible Patients!**

We would still like to encourage anyone who has not yet had their flu injection but would like to have it done to contact the practice to arrange an appointment. The flu vaccination is free to all over the age of 65 and all who have a long term medical condition such as Heart Disease, Asthma and Diabetes (if in doubt please contact us). It is also free to Carers. Please contact the surgery after 10am on 0345 337 1170 for an appointment.

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### **Cove INCA (Integrated Neighbourhood Care Aberdeen) Team Update**

This is a Dutch-style model of community nursing and care-at-home that is set to be tested in Cove by the Aberdeen City Health & Social Care Partnership (ACHSCP).

We have now recruited a team of 3 nurses and 3 care-at-home support workers for the Cove INCA team. They will come into post towards the end of January 2018 and after a period of training, induction and team building they will start taking on referrals for individuals who have a new need for care and who live in Cove.

If you already receive care in your own home from support workers and nurses, please don't worry, your care will continue as it is now.

The INCA team will work with people who have a new need for care - perhaps after surgery, a spell in hospital, illness or a decline in their health. The team will work closely with individuals, their loved-ones and their support networks in the community to come up with a plan of care and support. This will be delivered by the team and may also involve appropriate people around the individual – like GPs, Allied Health Professionals (including physiotherapists and occupational therapists), specialist nurses, social work staff, relatives and friends – to ensure that their needs are met in the most appropriate way. The team will be taking an enabling approach, working with individuals to find out what matters to them and to help them be as independent as they can be – providing support where needed, but with a view to the individual regaining their confidence and ability to care for themselves as far as possible.

You can find out more at the ACHSCP website at <http://aberdeencityhscp.scot/>.