**Rockwell & Wrose Practice Newsletter Autumn/Winter 2021**

It’s been many months since our last Newsletter, apologies for that but as you can appreciate our priorities have been elsewhere. We have however kept our website updated regularly to keep you informed of any important matters.

We hope that you and your family and friends have kept well during this terrible pandemic.

COVID UPDATE

We are getting there slowly but surely, but there are still thousands getting infected with the Corona virus every day in Britain. On 7th November there were 30,305 new cases reported and 1174 people have died from the virus in the past 7 days. There are less people being hospitalized, this is due them being vaccinated and this goes to prove that this is far from over and it is our duty to protect ourselves, our families, and others by getting vaccinated, and also by wearing a mask in crowded places such as supermarkets and this surgery. This being said we estimate that 1/3 of our eligible population remain unvaccinated.

Although we did, as a Practice administer 1st and 2nd Covid vaccinations, we are NOT giving the booster. If you are 50 + a text message or letter (if you do not use a mobile phone) will be sent to you when it’s your time to receive the vaccine. There must be 6 months and 1 week between your second vaccination and your booster. Boosters are being given at Rockwell Community Centre and can be booked by ringing 119 or booking online. **Please do not contact the surgery**

Flu Vaccination

We are well into our flu vaccination programme which is given free on the NHS to people who are:

50 and over – have certain health conditions, such as asthma, diabetes, COPD - are pregnant, staying in long term residential care - receive carers allowance - live with someone who is more likely to get infections.

If you fit in to one of the above categories and have not already had your vaccination, then please contact the surgery to book an appointment. Please do not wait until the last minute, ring today.

Appointments

We have learnt how to be creative, especially with technology during the pandemic.

Many ailments can be dealt with over the telephone or via an e consultation (blue icon on our website) this saves you and the Doctor/ANP time enabling them to deal with more patients on a daily basis. Problems like rashes can be dealt with by the Doctor/receptionist asking the patient to take photos on their mobile phone to which the Doctor/ANP will send a link for the patient to send the photo back to the Doctor to look at. Patients who think they may have a urine infection, stomach bugs, vomiting, migraines are all problems that can quickly and efficiently dealt with over the telephone.

Obviously, there are many problems where a face-to-face appointment is needed. This is

decided by the Doctor after your initial telephone appointment.

Type of telephone appointments

Triage – This service is offered daily but is for “same day emergencies” It is **NOT** for ongoing problems, medication requests, sick note requests. If you have been able to go to work/school/college this would suggest a routine appointment would be better. Once you have spoken to the GP/ANP on triage that day, they will decide after your consultation whether you need to be seen face-to-face that day or whether to book the patient in to a routine appointment or the problem can be dealt with there and then over the telephone. The reception team **ARE NOT** booking Doctor/ANP appointments at the moment.

Routine calls These are pre-bookable telephone consultations which can be booked by the reception team. A routine appointment can take up to 2-3 weeks especially if you are wanting to speak to a particular Doctor. But the first available slot will always be offered to the patient.

Face Masks

We are following NHS England’s guidelines and are asking all patients who attend surgery to wear a mask. It is our duty of care to protect our staff and any vulnerable patients attending the surgery.

Please do not have a go at the reception staff for asking you to wear a face covering it is our Practice’s protocol. If you do not wish to wear a mask, then you will be asked to wait outside until the practitioner you are seeing comes out to get you.

We have been supplying face masks to patients who failed to bring one with them up until recently but due to the practice only getting supplied with a set amount each week for staff members, we have had to stop this. If you don’t have your own mask with you, you may purchase one from the pharmacy next door or alternatively you will be asked to wait outside. Please refer to our face mask policy for full details.

Long term condition reviews

Health check for people with long-term conditions, such as diabetes, asthma, stroke, and blood pressure. If you have one of these conditions, then you will be invited for an annual review at around the date of your birthday. This is to ensure patients are taking the correct medication, keeping well and receiving the best possible care. This is done by conducting appropriate tests. If you haven’t already received an invitation, then you will in due course. We are a little behind due to restrictions during the pandemic, but the nursing team a working hard to get on top of them.

Address/telephone number changes

Please keep us informed of any changes so that we can keep your medical record up to date.

Weight Management

When you see a Doctor/Nurse you may be asked to pop on the scales, please don’t be offended. We are taking steps to initiate conversation about weight and diet and to provide help and support in this area.

There is a new NHS Digital Weight Management Programme available. **The programme offers free,** **online access to weight management for those who have a BMI (body mass index) greater than 30 and who also have diabetes or high blood pressure.** The programme takes 12 weeks to complete.

Once you have been referred by the Doctor/ANP you will be contacted via text message. (You will only be able to access this programme if you have a smartphone or computer with internet access) and asked your date of birth and ethnicity to get started. You will also be asked for some information to help them find a list of programmes suitable for you.

It is tough to make changes but with digital support you can take control of your weight and reduce further health risks at your own pace. More information about this programme is available on the NHS website: [www.england.nhs.uk/digital-weight-management](http://www.england.nhs.uk/digital-weight-management)

Pharmacy Consultation Service

We will soon be participating in a new approach to improve access for patients. The aim is to direct patients to the most appropriate healthcare professional, which may be a GP or pharmacist. If your symptoms could be resolved by a pharmacist instead of the GP, you will be given a same-day referral to a pharmacy of your choice. This will also help us to free up GP appointments for people with more complex health needs. Pharmacists are highly trained skilled clinicians experienced in treating minor illnesses. Please try this service if offered to you and we are keen to hear your comments and feedback about your experience of using this service.

Wrose Health Centre refurbishment

At last, it’s been a long time coming but we have finally secured funding to upgrade WHC. Originally works were due to start at the back end of November but as with all building work it’s been put back, so at this moment in time we’re not sure when it will start. This will cause a bit of disruption, however there will be a reduced service running from Wrose but most of the clinics and staff will be transferred down to Rockwell Medical Centre during this time. Hopefully it won’t take too long, and we are lucky to have other premises to use enabling us to keep services up and running which is within a short distance from Wrose Health Centre. Please bear with us during this time.

Third party consent (Adults)

If you would like a family member/trusted person to act on your behalf, this can be arranged but it must be documented in your medical record giving consent in writing. Without this, we can only speak to the patient. A consent form can be collected from reception if you wish to arrange this.

5 Lane Ends PACT (Pro-Active Care Team)

This Practice work alongside Moorside, Farrow and Ashcroft Surgeries offering holistic reviews for our patients. If you are over the age of 65 and suffer from unexplained falls, trouble manoeuvring around your home due to your mobility, feeling lonely and isolated and would like to take advantage of a health check then please ask the Doctor to refer you in to the 5 Lane Ends PACT projector or contact our Care Coordinator, Naz, to book in for a holistic review.

Christmas/New year closing

Christmas – Friday 24th December close 6pm re-open Wednesday 29th December

New Year - Friday 31st December close 6pm re-open Tuesday 2nd January 2022

If you have a medical emergency during this time, please contact NHS 111

May the Doctors and staff take this opportunity to wish all our patients a Merry Christmas & Happy New Year.