

PPG Newsletter

Working with the surgery staff to improve the services for everyone



August 2020

alrewas.ppg@nhs.net

Alrewas PPG Update

We hope that you are keeping safe and well. Here's an update of what the PPG has been doing, a preview of our plans for the future and some links we hope you will find useful.

Village response to COVID-19

Members of the PPG team continue to play a coordinating role in providing help for Alrewas villagers during this pandemic. We would like to give heartfelt thanks to all the volunteers – you have made a huge contribution!

The COVID-19 helpline 0330 1332 106: We've taken over responsibility for managing and answering the calls. As it is difficult to predict what will happen in the future, it makes sense to continue to have a system in place for those who may need support. If you need help, please ring us.

PPG Projects

Alrewas Companions: For many these are still anxious and worrying times. With this in mind, we are drawing up plans on how we might further develop the work we have been doing to help counteract the detrimental effects of social isolation and loneliness. We'll keep you posted.

Defibrillators: We continue to maintain these and will be producing resources to help refresh people's memories on how best to use them.

Alrewas Surgery Annual Patient Survey: We are working with the surgery to devise questions for the survey and will be distributing it widely to the practice population. We really appreciate feedback on the services offered by the surgery and would be very grateful if you could spare time to complete the survey.

Promoting wellbeing: Here are some services that may be of interest to you.

Your Emotional Support Service (Yess): Provides help in South Staffordshire for people who are affected by bereavement, or whose mental health and wellbeing has been impacted by Covid-19. Call: 01889 567756 or 07907 360238. www.yess.uk

Stoke and Staffordshire Carers' Hub: Free virtual coffee mornings and training opportunities for carers in Staffordshire. To find out more call 0330 1231937 or email info@thecarershub.co.uk.

Wellbeing Apps: Discover the best apps to improve your health and wellbeing in Staffordshire's health app library: www.staffordshire.gov.uk/appfinder.

Alrewas Surgery Update

Firstly, a big thank you to all patients who have understood the need for changes to our services and for being mindful of the need to wear a mask or face covering when visiting.

We have some masks available in the surgery if you do not have one. A donation to Alrewas & Fradley Charities, would be welcome to help pay for the material and as a support for our local charity.

We heartily thank all of the local mask makers who have worked so diligently over the last few months, helping to make life easier for the patients and staff of the surgery.

The surgery is still open, as it has been throughout the pandemic, and here is an update on the services we offer.

Appointments: 'Talk before you walk'

We are now starting to see more patients in the surgery as the Government lifts lockdown further. However, we are still limited to 6 in the waiting room at any one time.

We are continuing to offer telephone calls as the first contact with a doctor or nurse. Patients needing a face-to-face consultation will be booked in for a specific time and date after these initial telephone consultations.

If you have been specifically invited to make an appointment with a nurse for your annual check, you can book this in advance. You may also be offered a video consultation.

Services we have continued to offer during the pandemic:

- Nurse and doctor general appointments via telephone or video.
- Face-to-face appointments in the surgery or in the car park, and home visits for patients who have been shielding.
- All prescribing of medication.
- 2-week wait cancer and urgent care referrals.
- Wound care.
- Blood tests, urgent ECGs, medication reviews,
- Midwifery service, post-natal and 8-week baby checks, all immunisations.
- Supplying of hearing aid batteries, insurance and medical reports,
- New patient registrations.

Services we have restarted following government guidance:

These include

- Routine ECGs, smear tests, coil and implant services.
- Routine long-term condition checks.
- Minor injuries, abdominal aortic aneurysm screening.
- Podiatry and minor surgery.

Services still on hold:

Ear irrigation, travel vaccinations

Online services for patients over 18:

The following are really useful services and can all be accessed via our website.

We encourage everyone over 18 to use them.

- Online medication ordering, test results and medical record information viewing via Patient Access or the NHS App.
- 'Online Consult' which gives you 24-hour access to a wealth of health advice, self-care tips and information. If the algorithm considers it's best to speak with a doctor or a nurse it sends us a message and we'll get in touch with you within two days.
- 'Q Doctor' – this service provides telephone consultations on Sundays and Bank Holidays. These can be booked via Reception.

A New Service - Social Prescriber

Katy Lawrence, our Social Prescribing Link Worker, is here to listen to your concerns and help connect you with services or activities that might help to improve your health and wellbeing. She may also be able to help you to find legal advice or debt help.

Everyone has different needs and she aims to help you to take more control over your health in a way that is focussed on what matters to you. You can contact Katy via the surgery, or directly at katy.lawrence@nhs.net or on 07739 090562.

New Staff

A very warm welcome to Dr Tim du Sautoy and Dr Nasreen Sayed. They are starting in August and are both experienced doctors who are now training to be GPs. Please give them a warm Alrewas Surgery welcome when you see them!

Flu vaccinations

Flu vaccinations will start in mid-September. As you can imagine, we'll have to change the format of the clinics to keep everyone as safe as possible. We will be doing our very best to ensure a speedy and efficient service. More details soon.

New website

We will have an exciting new look website from August 2020. It will be much easier to navigate. The web address will not change and is: www.alrewassurgery.co.uk.

PPG priorities include: being a patient voice; working with the practice staff to promote the wellbeing of patients; helping the practice to improve its service delivery.

If you would like to know more about what the PPG does or would like to contribute to our work, please contact: alrewas.ppg@nhs.net.

NHS Better Health App**Need to kickstart your exercise and weight loss regime now that lockdown restrictions are being eased?**

Extra weight puts extra pressure on your body. Which makes it harder to fight against diseases like cancer, heart disease and now, Covid-19.

Public Health England's Better Health has produced a free NHS 12-week weight loss plan, available via a new app, to help users make healthier food choices, become more active and prevent future weight gain.

Alongside this, PHE is also working with a number of well-known weight management providers that will be offering exclusive discounts across their weight loss programmes.

To find out more, visit nhs.uk/BetterHealth