



## **Patient Newsletter – August 2020**

### **Our 'New Normal'**

We would like to express our gratitude to you during these unprecedented times. While the number of deaths from the virus is falling, coronavirus remains a very real threat to everyone, and the practice unfortunately cannot simply return to 'normal'. To let our guard down now would risk the safety of staff and patients alike, and this is not something we are prepared to do.

We continue to work under the guidance of many official bodies, including the Government, NHS England, Public Health England and the Royal College of General Practitioners.

With this in mind we would like to confirm the following until further notice:-

- To minimise footfall, telephone consultations will be the first contact wherever possible. If a clinician feels the need to have a face to face or video consultation, they will inform you.
- Please ensure that we have the correct telephone number for you recorded on our system, and are able to answer the phone, otherwise this may cause delays.
- Home visits are predominantly being undertaken by the Home visiting service. This may not be someone that you have seen before, but who will have full access to your medical notes. If you feel that you require a home visit, please try to call the Health Centre by 10:00am at the latest.
- It would be really helpful if before your appointment you considered the following;
  - What's the most important thing I want to discuss today?
  - If time, what else is important to discuss?
  - What have I tried myself, to address these things?
  - Thinking about it now, what more could I do?
  - How would I like the health-professional to assist me?
- Do NOT enter the practice if you or any members of your household have any symptoms of COVID-19.
- Please DO NOT arrive too early or late to your appointment. We are trying to keep the number of patients in the waiting room at any one time to a minimum. If you do come early you may be asked to wait outside at a safe distance or in your car if you have driven.
- Wherever possible please can you attend your appointment alone. We appreciate this is not possible in all cases as some patients may need to bring young children or may have a medical/social need that requires some assistance.

- **Rotherham Health App – Manage your healthcare on the go, 24 hours a day!**

The Rotherham Health App is available 24/7, wherever you are, on desktop, tablet, or mobile devices. It is free and easy to download and available for all Android and IOS devices. It offers the following benefits

- Book appointments with us or with a local GP/Advanced Nurse Practitioner
- Manage medication
- Access medical record
- Online triage
- Self-help guides
- Lifestyle and long term condition monitoring

What are you waiting for? Download today – [www.rotherhamhealthapp.co.uk](http://www.rotherhamhealthapp.co.uk).

### **Welcome our new GP's**

As you may be aware Dr Robin Evans retired from General Practice 9<sup>th</sup> July 2020.

We would like to welcome 4 new female GP's who started with us March to May respectively;

- Dr Holly Wild
- Dr Cathy Evans
- Dr Debbie Curran
- Dr Janet Chelliah.
- We also have a new GP Registrar Dr Alison Caldwell.

### **Flu Campaign 2020/2021**

This year more than ever we would encourage you to take up the flu vaccination. Each year the practice orders a large number of flu vaccinations in order to vaccinate our eligible patients. When eligible patients have their flu vaccine with an alternative provider (e.g a pharmacy) unfortunately this flu vaccine cannot be returned and is a cost to the practice and our NHS.

First and foremost we would encourage you to have your flu vaccine. We would also encourage you to consider having the vaccine at the surgery. We offer a setting where you can have your vaccine administered by a health professional with full access to your medical records. We are currently working through the logistics of how to do this in safest possible way and with as many convenient slots to attend as possible - Watch this space!

### **Get Healthy**

For free advice on living a healthy lifestyle you can self-refer to Get Healthy Rotherham via their website - [www.gethealthyrotherham.co.uk/About-Us](http://www.gethealthyrotherham.co.uk/About-Us) or by telephone on 01709 718720. If you are aged 18 or over you can obtain advice on: -

- Support to make healthy changes to your lifestyle

- Weight management
- Smoking cessation
- Reducing alcohol intake
- Getting more active

### **Patient Service Advisors and active signposting**

Following further training, our Receptionists are now known as 'Patient Service Advisors' working in Patient Services.

Do you really need to see a GP? We have many other services available for our patients. This could be a Pharmacist, Physiotherapist, an Optician, a Nurse or perhaps even a supermarket! Our Patient Support Advisors are trained to actively signpost you. Please help us to help you by providing details of your ailment to allow them to do this to get you to the right care, first time.

### **Extended Access Appointments**

Did you know that Extended Access Hub telephone appointments are available with a local GP or ANP every weekend? These can be booked online via the Rotherham Health App or by calling our Patient Service Advisors on 0114 4333888.

### **Physio First Contact**

Did you know that telephone and video appointments are available with a local Physiotherapist every day? These are if you have the following conditions:-

- Back pain
- Neck pain
- Shoulder pain
- Elbow, wrist or hand pain
- Knee, hip or ankle pain
- A sprain or a strain

These can be booked online via the Rotherham Health App or by calling our Patient Service Advisors on 0114 4333888.

### **RotherHive**

Worried for your mental health or wellbeing? Concerned for someone else? [www.RotherHive.co.uk](http://www.RotherHive.co.uk) has verified practical support and advice for adults in Rotherham.

### **Better Health Campaign**

This Campaign has been launched to support people to live healthier lives and reduce their risk of serious illness, including COVID-19. Find out more at

<https://www.nhs.uk/better-health/>

<https://www.gov.uk/government/news/major-new-campaign-encourages-millions-to-lose-weight-and-cut-covid-19-risk>

**Please remember to wear a face covering when attending the Health Centre. We do not have sufficient supplies for patients.**

As always thank you for your understanding during these difficult times.

Thank you for your understanding and as always stay safe.

Swallownest Health Centre