



## **Patient Newsletter – September 2020**

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

Protect Yourself This Winter - If you are eligible for a flu vaccine, we have already ordered you one!

Invitations will be sent out shortly. Please can we kindly ask you not to call us regarding this.

In order to vaccinate our patients as safely and efficiently as possible; we will be restricting patient access on the following dates, except for urgent appointments.

<b>Clinic Date</b>	<b>Time</b>	<b>Patients</b>
Tuesday 29th September 2020	8:45 - 18:00	Patients aged over 65
Tuesday 6th October 2020	13:15 - 18:00	To be confirmed
Tuesday 20th October 2020	8:45 - 18:00	To be confirmed
Tuesday 3rd November 2020	8:45 - 18:00	To be confirmed
Further Date to be confirmed		

The clinics will run all day with 6 clinical staff vaccinating. We will have a one way system in place to ensure that the Flu Clinic runs safely and that social distancing measures are adhered to. We are very grateful to the S26 Volunteers in assisting us with this.

We will have skeleton staff on the phones. Please can we ask that you only call that day if it's medically urgent. Please do not visit the surgery to collect / drop anything off.

We appreciate this may cause inconvenience for some patients but hope that you understand the importance of vaccinating, especially this year.

Please keep checking our Website and Facebook page for latest details!

### **Appointments by Telephone and telephone system**

Our Patient Service Advisors are trained to get you to the right service first time, which may not always be a GP. They have been asked to ask you questions in relation to your enquiry. Please help us to help you by co-operating fully. It is important that we have the correct phone number for you. Please be aware that as we have clinicians working from home, the caller details may not always be displayed. Please can we ask that you do your best to answer the calls at your earliest convenience. The clinicians have many calls to make throughout the day as well as authorising prescriptions and many more tasks and duties.

With regards to the 'new normal' and telephone call backs; unfortunately we are unable to provide an exact time that a clinician is able to call you; however if there is a particular

requirement for them to call (due to Carer availability or other), please inform our Patient Service Advisors of this and they will let this be known to the clinician concerned.

We upgraded our telephone system in July 2018. Due to the changes in our consultations since Covid-19; our phone lines have become much busier. Often our clinicians are unable to obtain a line out to make a call. For those that are able, we do have a comprehensive website which is constantly being added to and should have answers to most queries that many of our patients call asking.

We would also like to encourage you to sign up to the Rotherham Health App to be able to manage your healthcare on the go. It really is very easy to sign up. To learn about the benefits, please read on!

### **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 a clinician
- Book an evening or weekend appointment with a local GP/Advanced Nurse Practitioner – There are now even more weekend appointments available to book via the App.
- Manage medication
- Access medical record
- Online triage
- Self-help guides
- Lifestyle and long term condition monitoring
- Book a telephone or video appointment with a Physiotherapist. 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

When using the App you are able to nominate a Pharmacy where you can collect your prescriptions. This again helps to reduce footfall to the Surgery during these difficult times.

***We would like to remind patients that Lloyds Pharmacy although in the same building has no connection to the Surgery and is a separate entity.***

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

## **Quit for Covid**

***Smoking seriously harms your health. Smokers are 14 times more likely to develop severe COVID-19 symptoms than those who don't. There really has never been a better time to quit smoking. Text QUIT to 84222 for FREE phone support and FREE stop smoking medication to help you quit for good today!***

There are always many health and financial benefits to quitting smoking, but now more than ever quitting means you can:

- 1. Reduce the likelihood of complications from COVID-19.** Smoking damages your lungs putting you at more risk of serious complications. Stopping smoking will give your lungs a chance to start to repair, reduce the risk of complications and increase the likelihood of a quicker recovery.
- 2. Protect the health of others.** Exposure to secondhand smoke also increases the risk of complications from respiratory infections. During this time, when we are all at home, smokers should make every effort to protect others from their smoke.
- 3. Reduce the burden on the NHS.** Stopping smoking brings immediate health benefits particularly to your heart and lungs, so you will be less likely to need the NHS for reasons other than COVID-19.

Visit <https://www.todayistheday.co.uk/>

For free advice on quitting smoking 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.

## **Social Prescribing Link Worker**

Did you know that you can now self-refer to our Social Prescribing Link Worker? Your Link Worker is there to listen to you and put you in touch with the people and activities that might help you to feel better. Your Link Worker can help you to connect to: -

- Local social groups and activities
- Benefits, debt and welfare rights advice
- Mental well-being support and resources
- Support to help you become healthier and more active
- Access employment support
- Become a volunteer
- Access housing support
- Access education and training
- Practical support including food and medication.

The Link Worker attached to the Surgery is Joe Rodgers. To refer yourself please contact him via this link: - <https://www.varotherham.org.uk/link-workers-social-prescribing-primary-care-networks/> Or email Joe directly [roccq.splw.rothervalleysouthpcn@nhs.net](mailto:roccq.splw.rothervalleysouthpcn@nhs.net)

## **Light Lunch Group**

Our Primary Care Network is doing its bit to help support the Campaign to end Loneliness. Every Tuesday between 12-2pm will be the “Light Lunch Group” based at Kiveton Colliery offices cost £3.50 per person (sandwiches, cakes & drinks). If there is sufficient demand this will be extended to Wednesdays too.

*Due to limited availability and social distancing measures, booking is essential on 01909 773348/01909 770007.*

Walking Group, Gardening group, Coffee Morning and Mindfulness Groups to follow soon.

## **Meet the Team!**

We are proud to present the first of our new series of ‘Meet the GP’.

**Dr Kevin Tarbutt-**



Hello, I’m one of the GP Partners at Swallownest. I first worked at the practice as a GP registrar (trainee) in 2012-13. I was delighted to join the practice as a Partner after completing my GP training in 2014. I have an interest in diabetes management. Outside of work I enjoy cycling and running.

**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 and as always stay safe.

*Swallownest Health Centre*