



## **Patient Newsletter – November 2020**

Welcome to our fourth Patient Newsletter! We are always looking for new ideas and ways to communicate to our patients. If you have any suggestions or ideas, why not join our Patient Participation Group and help us in making a difference? To find out more please check our website <https://swallownesthealthcentre.co.uk/general-information/>

### **Please can we kindly remind all patients of the following:-**

- To wear a face covering when attending the Health Centre at all times wherever possible and if not exempt. This is to protect our patients (including you) and staff.
- To sanitise your hands upon entry to the building. Additional hand sanitisers have been provided. Please look for them and kindly use them.
- Please arrive on time for your appointment and not early. If you arrive early, you will be asked to wait in your car or wait downstairs to minimise the number of patients in the waiting area.
- Please don't sit down unless you absolutely need to. Wipes are provided to clean the chairs after use. All chairs in clinical areas are cleaned following consultations, but unfortunately we do not have the manpower to wipe waiting area chairs for you.
- Please wherever possible attend alone to minimise the footfall.

### **Telephones and access**

We appreciate that there are difficulties with regards to our telephone lines. Please note that this is a national issue and not just us. Demand is extremely high, and we are doing our best to accommodate.

We have added additional lines and a call queuing system will be in place from Friday 13<sup>th</sup> November. We will continue to review the situation.

Please note that there are other ways of accessing our services. We appreciate that not everyone is able to use digital technology, but it can work for a huge number of our patients. This would free up phone lines for those who aren't able to use digital options.

Please note that patients can currently communicate via 'Forms' on the Rotherham Health App for the following:-

1. Fit Note Request
2. Secretary/Referral follow up
3. Change personal details
4. Prescription Query

5. Join the PPG

More information to come next month regarding this! Watch this space!

### **Flu Campaign Update**

- All invites have now been sent for our eligible patients aged over 65 and at risk 18 to 64 year olds. If you haven't received your invite and believe you are eligible, please contact our temporary flu line on 0114 4333 704 between 10 – 3. Additional daily clinics are currently available between 4 – 6pm.
- Children's flu invites are still being sent as we are only able to order small quantities at any one time.
- We are awaiting further guidance and information regarding the additional 50 – 64 not at risk flu vaccines. We will communicate any info that we have as soon as we have it! Please do not contact us with regards to this.
- Flu appointments are also available online to book via the Rotherham Health App!

### **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
- 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)

### **Rotherham Community Hub**

Just to let you know in case you weren't already aware there will be continued service via **The Rotherham Community Hub**. As well as other community and voluntary based groups, this has been a great resource in the past for us Social Prescribers and other colleagues. The facilities are easily accessed as outlined below.

The hub includes Rotherham Council, Voluntary Action Rotherham and other community partners. It also includes Rotherham Heroes which is a borough-wide volunteer programme to help vulnerable people across Rotherham during the Coronavirus (COVID-19) outbreak.

They will assist vulnerable people with the following list of requirements via a simple referral form, which can be completed by the person themselves or someone on their behalf.

- Essential shopping
- tackling loneliness and isolation by being a friendly voice on the other end of the phone
- prescription collection – picking up your medicines from the chemist
- dog walking – taking your dog out once a day
- advice and signposting to support services – putting you in touch with the correct information
- delivery of emergency food parcels (if you are eligible)

A direct link to the form : <https://www.rotherham.gov.uk/xfp/form/633>

### **Listen to my Thoughts**

Please follow the link below to access the website Listen to my Thoughts where you can now purchase the new E-Book, "Our Family's Journey Through Disability & Cancer". This has been written by our very own Dr Janet Chelliah. The book was written to share her family's experiences and to help other families in similar situations.

<https://listentomythoughts.com/book/order>

## **Meet the Team!**

We are proud to present the next in our new series of 'Meet the Team':-

Dr Cathy Evans



I joined the team at Swallownest as a Salaried GP In March 2020. What a time to start! Everybody has been very welcoming though. Regretfully I have not met many of my patients properly in these strange times. I am a Sheffield graduate having worked in many practices in Sheffield and more recently at Eyam in Derbyshire. I am a Medical student tutor for Sheffield Medical School so I may ask some of you for your help in teaching on occasion.

Outside of work I enjoy walking my Lurcher in the countryside, wild swimming and, when circumstances allow live music and theatre.

As always thank you for your understanding during these difficult times and as always stay safe.

*Swallownest Health Centre*