



Patient Newsletter – December 2020

Welcome to our latest 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/>

Covid Mass Vaccination Programme

We are very pleased to inform you that Patients in the Rother Valley South Area (which includes Swallownest patients) will be amongst the first to receive the new Coronavirus Vaccine.

Vaccine supplies are strictly limited and are allocated to ensure that our oldest and most vulnerable patients are vaccinated first.

Patients will be contacted in the coming weeks and months and offered an appointment in our Primary Care Network Hub at Anston Surgery. Due to the logistics, we are unable to offer the vaccination at Swallownest.

The first allocation of vaccines arrive 14th December and are subject to extremely strict controls for storage and distribution.

Patients will be contacted in order of the criteria set centrally by the Government, **there will be no exceptions to this.**

WE CANNOT BOOK THESE APPOINTMENTS AT THE SURGERY SO PLEASE WAIT TO BE CONTACTED BY OUR HUB TEAM.

Further information will be available on our website shortly but please refer to the [Gov.UK](https://www.gov.uk) website for further information.

Vitamin D tablets

People on the extremely clinically vulnerable list will get a letter (not from us) inviting them to opt in for a supply of Vitamin D tablets to be delivered to their homes. Deliveries will start in January 2021 and 4 months' worth of free supplements will be provided. Again, please do not call the Health Centre with enquiries relating to this. We have no more information to give you and you will be blocking the phone lines for those who do need to speak to us.

Telephones and access

We have added additional lines and a call queuing system will be in place from Friday 13th 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 also 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

You don't need to call regarding the above, you can complete a form online whilst logged into The Rotherham Health App and this will be emailed to the necessary department in the Health Centre, and dealt with accordingly.

We continue to try to improve access by increasing the number of online appointments available. However, we have noticed a number of appointments being booked inappropriately. Please be advised that we reserve the right to cancel without notice any inappropriate bookings. Please kindly make sure you are booking correctly otherwise you are not only wasting your own time but that of a Clinician or a patient who is in need of that appointment.

Flu Campaign Update

We have flu appointments available daily for 18-64 year old at risk patients and over 65 year olds. We are also running a further flu clinic at the Practice on the afternoon of Thursday 17 December 2020 between 1.15pm – 6.10pm.

Appointments are available online for booking. Please sign up to <https://rotherhamhealthapp.com/splash> to access them.

Can we please remind everyone to ensure that we have your up to date contact numbers on your records please. If you change your number please let us know.

Pharmacy Nominations

To reduce footfall in the health centre, we would like you to nominate a pharmacy to enable you to collect your prescriptions from. Please inform your Pharmacy or alternatively inform us on when calling or when accessing online services.

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.

Download today – 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>

Extended Access

Appointments are available with all types of Swallownest Health Centre clinicians, including Health Care Assistants, Nurses, GP's and Pharmacists from 7:00am and after 18:30 on Tuesdays and also currently after 18:30 on a Monday. Some but not all are bookable online via The Rotherham Health App.

Evening and Weekend appointments are also available to book online via The Rotherham Health App.

Rother IAPT Stress Buster Group



The Mental Health Foundation stated in 2019 that 74% of the UK population had felt stressed and unable to cope at some point during the year 🙄

Let's see if we can work together to reduce this....

The stress buster group is an online group available now and running for 6 weeks looking at/including:

- ✔ what is stress?
- ✔ the impact of stress on our, bodies, thoughts and behaviours
- ✔ how to manage stress and improve our sleep
- ✔ relaxation exercises

Access for this at the moment is online only and requires a smartphone, tablet or laptop to view the weekly video sessions 📱💻.

Call them on 01709447755 📞 for an assessment and find out if this group could be right for you!

Fundraising

We are you sure you will all join us in saying a huge well done to our PCN Link Worker Joe Rodgers who recently did a beard trim and raised almost £300 for Crossroads Care.



Meet the Team!

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

Dr Debbie Curran



Hello! I am one of the salaried GPs and joined the Practice in April 2020. I have been a GP for almost 20 years and previously worked in Sheffield and, before that, in Dinnington. I am enjoying working with the great team at Swallownest, but it is odd not seeing many patients face-to-face.

I have 3 children and we got a puppy at the start of lockdown, so weekends are spent on walks in the parks and local countryside, trying to tire him out. During lockdown, I have been fundraising with my neighbours. We have raised money for NHS Charities Together,

St Luke's Hospice and have just raised over £500 for Sheffield Children's Hospital by sponsoring one of their snowflakes.

I read a lot and am a member of 2 book clubs. I have recently started listening to audio books, so if you see me sitting in my car outside work, I am probably just waiting for a chapter to end!

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

- Not to attend if you have a new continuous cough, a high temperature or a loss of taste or sense of smell.
- 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.

We would like to take this opportunity to thank you for your understanding and support during this difficult year. We wish each and every one of you a wonderful Christmas and New Year. As always stay safe.

Swallowest Health Centre

