

## Monthly Newsletter July 2023



Swallownest Health Centre



Please "Be kind" to our staff. A simple thank you, or a positive review could make the world of difference.

Email:

[roccg.swallownestcarecoordinators@nhs.net](mailto:roccg.swallownestcarecoordinators@nhs.net)

### Alcohol Awareness week 3-9<sup>th</sup> July

<https://alcoholchange.org.uk/get-involved/campaigns/alcohol-awareness-week-1>



### Rotherham Health App

## Take control of your healthcare

Manage your healthcare more efficiently, 24 hours a day.

Book appointments, check your symptoms, manage your medication, view test results, and access your medical record. Available 24/7, wherever you are.

You will be able to book appointments at your own GP practice and with other health care providers in your local area.

You can get instant and secure access to your medical records and be able to see your latest test results.

Quick and hassle-free way to order your repeat medication.

### DNA Policy

If you are unable to make an appointment, please ring and press option 1 at least 30 minutes prior to your appointment time so we can offer that slot to someone else. Failing in doing this a DNA letter will be sent. After 3 DNA letters in a 12month period the patient may be deregistered from the Health Centre. Thank you for your co-operation in this matter.

## Do you know about the Minor Eye Conditions service?

Patients are able book directly into this service by telephoning **01709 286701** or can be signposted into the service by their own GP practice, Community Opticians or by Receptionists at their own Practice.

Patients will receive a triage call from the Optometrist who will review symptoms, offer advice and if necessary, arrange for a face-to-face appointment, where possible on the same day at Ridgeway Medical Centre.

- Loss of vision including temporary loss
- Eye pain
- Complaints of red eye
- Foreign body and emergency contact lens removal (not by the fitting practitioner)
- Dry eye
- Sticky eyes
- Excessive tears
- Problems with eye lashes
- Lumps and bumps in the vicinity of the eye
- Recent onset of Double vision
- Flashes/floaters
- Patient reported "blind spots".

Please note that this service is only eligible for children 5 years of age or older and children under 16 years of age should be accompanied by a responsible adult.

This service is for patients with new acute symptoms and not for ongoing issues.

It is recognised that as patients are self-referring it is possible that they may attend the service with a condition which is excluded for treatment but requires assessment and onward referral to an appropriate eye service, which will be undertaken by the Optometrist.

See website for further information.

[www.connecthealthcarerotherham.co.uk](http://www.connecthealthcarerotherham.co.uk)

## Have you tried our Self-Screening Health Kiosk?

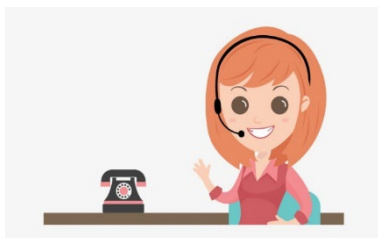
The kiosk allows patients to answer health questions from a library of 18 plus Care Pathways and take vital signs measurements without the need to see a clinician. Results are seamlessly integrated into your patient record. This streamlines the patient flow without compromising on care while capturing important data, saving on clinical time, and freeing up appointment times.



Our Health Kiosk is available in our waiting room Monday to Friday 8:00am to 18:00pm

### Health Kiosk Pathways

General Health Check	New Patient Health Check	Asthma	COPD	Diabetes	CVD	Mental Health Assessment
Oral Contraceptive Medication Review	Physical Activity Assessment (GPPAQ)	Eating Disorder Assessment (SCOFF)	Phobia assessment (IAPT)	Mood self-assessment (PHQ9)	Depression Self Assessment (HADS)	Anxiety Assessment (GAS-7)
Blood Pressure	Vital Signs	Dementia Carer's Review	Postnatal Assessment	Arthritis Assessment	Menopause Assessment	Medication Review



### Day in the life of...

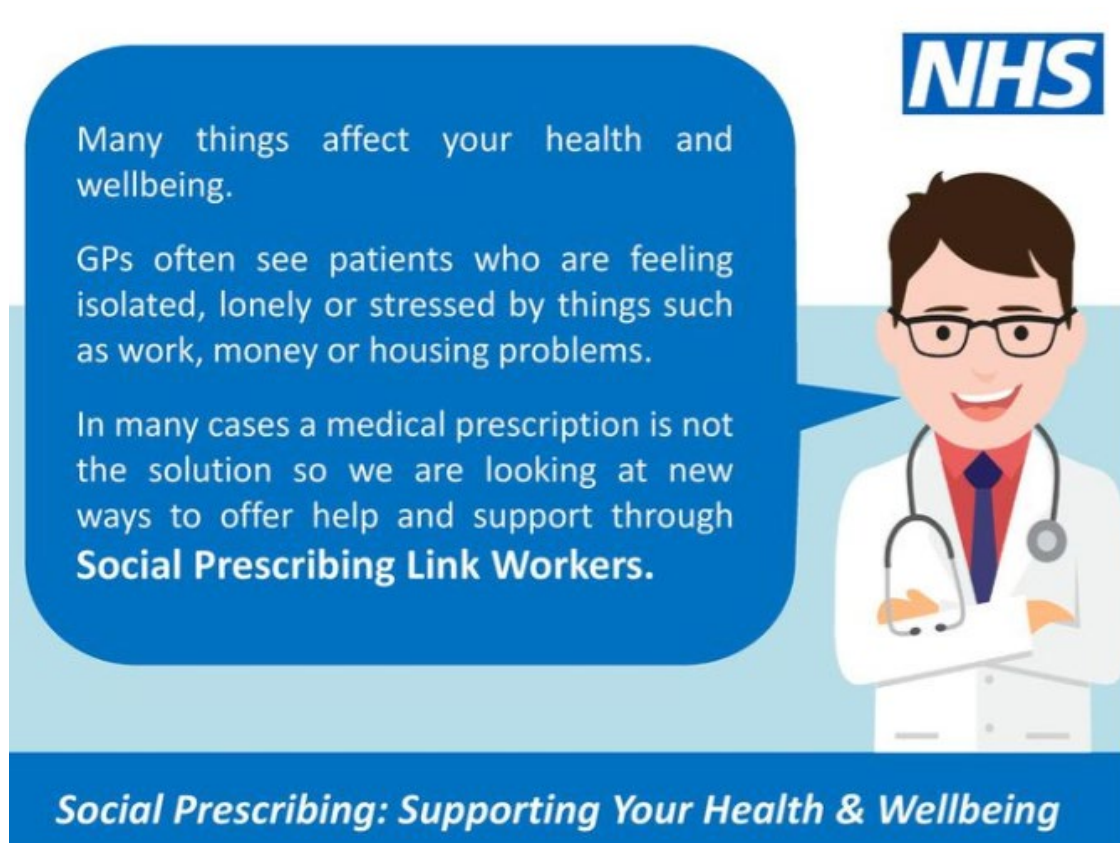
### Our Patient Service Advisor's/Receptionist

Their duties include greeting visitors, maintaining appointments, and providing direction to people in person and on the phone. The patient service advisor may also perform clerical work and disseminate information to medical staff.

Patient Service advisors perform a variety of duties to support the medical staff and its patients. These include Answering the phone, taking down messages, collecting patient

information, tracking availability, preparing prescriptions ready for the prescribers to sign. Coding letters, Recording blood pressure for the GP's and General admin.

**We are Closed for training the afternoon of Thursday 13th July 2023**

A graphic for NHS Social Prescribing. It features a blue speech bubble on the left containing text about social prescribing. To the right is an illustration of a male doctor with glasses and a stethoscope. The NHS logo is in the top right corner. A blue banner at the bottom contains the text 'Social Prescribing: Supporting Your Health & Wellbeing'.

Many things affect your health and wellbeing.

GPs often see patients who are feeling isolated, lonely or stressed by things such as work, money or housing problems.

In many cases a medical prescription is not the solution so we are looking at new ways to offer help and support through **Social Prescribing Link Workers.**

**NHS**

**Social Prescribing: Supporting Your Health & Wellbeing**

### **About Social Prescribers**

Each practice has a dedicated social prescriber who can take a holistic, complete view of our patient and help come up with options and solutions that will help. They link in with many support services that are available including mental health support, finance support and advice, community support groups and lifestyle advice.

### **How they support you**

They link in with many support services that are available including mental health support, finance support and advice, community support groups and lifestyle advice.

### **What can you expect?**

You can access our social prescribing team via reception direct or you can be referred via anyone in your practice. A social prescriber will arrange to assess, with your permission and they will try and help you put together.