

ROWLANDS CASTLE SURGERY

NEWSLETTER – AUTUMN 2020



General Covid-19 news....

There have been a lot of changes in the surgery since March! As many of you will have experienced, in line with NHS guidance, our consultations have predominantly moved to telephone calls, at least to start with. We have also adapted to video consultations and using photos, all with the aim of keeping the waiting room as clear as possible to keep everyone safe. If we are unable to safely manage a problem using these avenues we do, of course, invite people to come and see us face-to-face, albeit with PPE.

Our nurses are available to carry out wound dressings, immunisations, cervical screening and annual diabetic reviews. If you have been putting off coming into the surgery for any of the above please do make an appointment. Straightforward asthma reviews can be done over the telephone. Alternatively, we may text you with a link to a questionnaire.

Thank you to all our patients for bearing with us as we adapt to our new situation and for all pulling together with face masks and hand sanitising when coming into the surgery. Thank you also for taking the time to enquire how we, the staff, are managing - it's been very much appreciated.

Coronavirus information and useful contacts

The NHS website has lots of general and symptom-specific information www.nhs.uk

NHS-approved symptom checker information is also available at www.patient.co.uk or via the NHS App (available in the Apple App Store or in Google Play).

Support and wellbeing

Various support services are available and details of these are given below.

Mental health and wellbeing

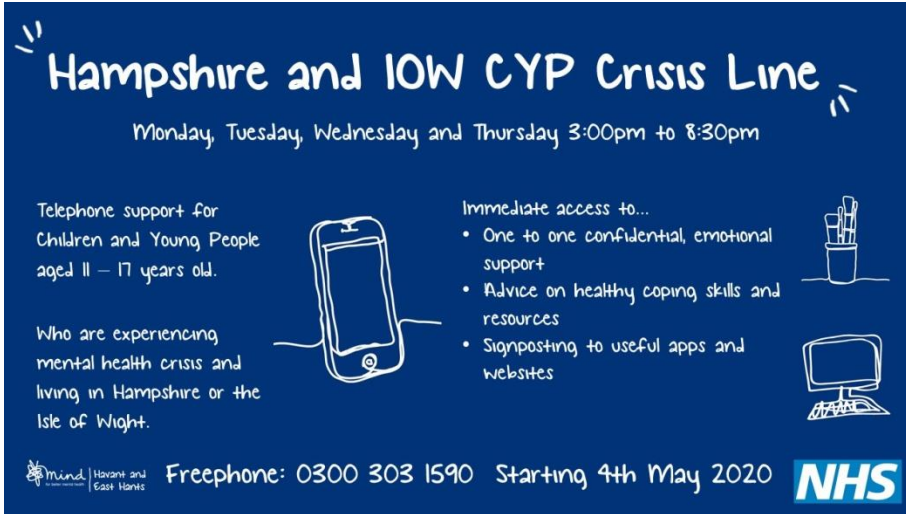
Useful advice on staying well whilst staying at home from the NHS Every Mind Matters team:

www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips

Please remember, if you have worrying symptoms or an exacerbation of previous concerns, you should contact the practice or your usual support team (or NHS 111 if out of hours).

Children & Young People's Crisis Line

For any young person 11-17 years old living within the Hampshire County Council & Isle of Wight Council area (but not Portsmouth or Southampton)



Hampshire and IOW CYP Crisis Line
Monday, Tuesday, Wednesday and Thursday 3:00pm to 8:30pm

Telephone support for Children and Young People aged 11 – 17 years old.

Who are experiencing mental health crisis and living in Hampshire or the Isle of Wight.

Immediate access to...

- One to one confidential, emotional support
- Advice on healthy coping skills and resources
- Signposting to useful apps and websites

Freephone: 0300 303 1590 Starting 4th May 2020

NHS

Logos for Mind Havant and East Hants, Southern Health NHS Foundation Trust, and Inclusion are also present.

Safe Haven – adults' mental health support



Safe Haven

A safe and confidential space for any adult who feels they are experiencing a mental health crisis

The Hub,
Park Parade,
Leigh Park,
Havant
PO9 5AA

F2F and Phone support: 0300 303 1560
Open 365 days 6pm-10pm
No appointment or referral needed, just drop in

Logos for NHS Southern Health NHS Foundation Trust, Inclusion, and Mind for better mental health are also present.

Coronavirus and dementia care

The Dementia UK Helpline is manned by nurses and can be contacted as follows:

- Monday to Friday 9am-9pm
- Weekends 9am-5pm
- Email: helpline@dementia.org
- Phone: 0300 222 1122

Staff News

We have a number of new staff members, most notably 2 new doctors. Dr Elly Palmer started with us at the beginning of August as the registrar (a doctor training towards being a GP) and Dr Joel Tanzer who will be working on Friday afternoons. Dr Tanzer works for the Navy the rest of the week and has previously worked with Drs Smiley and Hayes several years ago.

We continue to work with the Primary Care Network (PCN). This offers us the chance to involve a more diverse range of health professionals, with expertise in different areas, with your care. Presently, we have two clinical pharmacists (Raheema and Nicola) who will be undertaking straightforward medication reviews, over the telephone, on behalf of the Surgery.

Our lovely receptionist Maureen has decided to retire (although knowing Maureen it won't be to put her feet up)! She will be hugely missed by the team here and by many patients that have got to know her over the years. Maureen's last day will be the 25th November.

Maureen's replacement is Noemi and she started on 19th October - welcome Noemi!

Surgery refurbishment



There have also been changes in the 'look' of the practice. The old carpets have gone and the chairs have been re-covered to make the practice as easy to keep clean as possible for the purposes of infection control. Many thanks to the RCA for their kind contribution towards our chair covers (staff poll taken regarding the colour)! We have given the ground floor a general 'facelift', re-painting as well as hanging new pictures kindly provided by Rowlands Castle Painting Association. We hope you like what we've done!

Flu Clinics

Flu clinics started in September when we ran two very successful Saturday sessions at St John's Church. The layout of the building made it ideal for social distancing and it has plenty of parking. A further clinic ran on the 15th October.

If you have not yet had your flu vaccination please contact the Surgery to make an appointment. Due to the Covid-19 situation we would encourage those in the 18-64 year old with underlying health conditions category to have the vaccination this year even if they have not have done so in the past.

As some of you may be aware the government increased the number of people eligible for a flu vaccination, reducing the age to those over 50. However we have not yet been told when we can expect delivery of the vaccine for these extra immunisations and we have to prioritise

the usual cohort of patients with the stock we already have. We will be contacting you as soon as the vaccination becomes available and you can keep an eye on our website for further updates.

Fundraising **Rowans**
Hospice

Sadly, we were unable to run our annual cake sale at the flu clinics this year which, in the past, has been so well supported by our patients. So.....Nurse Mandi thought it would be a brilliant idea if all the staff took part in a sponsored triathlon and it was strange how so many of us were busy on that day.. Was Mandi deterred? Not at all!



Here she is at Hayling Island with Janine and Emily following her bracing dip in the sea..

Repeat Prescriptions

We politely request all patients to avoid coming into the surgery unnecessarily. If you need to submit your repeat prescription requests and have access to the internet please email your request to SEHCCG.RCSPrescribing@nhs.net. Patients registered for Online Services should continue to use this method for repeat prescriptions but not repeat dispensing items.

If you are not able to do this please post them through the letterbox at the front entrance.

It remains the case that we are unable to take requests for medication over the telephone.

If you are unsure regarding the above, please call Reception who will be happy to explain.

And finally..

**Doctor, Doctor - Aaa, Eee, I, ooooh, You..
I think you have irritable vowel syndrome..**



If you have problems reading this newsletter and would like it in larger print please let our receptionist know.