



PRACTICE NEWSLETTER AUTUMN 2021



INTRODUCTION

Welcome to our Autumn Newsletter.

Firstly we would like to thank all our patients for your understanding during the challenging times that we have all faced over the past 18 months or so.

We had to change our ways of working to safely provide care whilst keeping our patients and staff safe.

There has been a rapid advancement of digital technology on offer, which for many allows a more convenient way to manage their health. We do understand that not all patients are able to or would want to use technology. We are committed to supporting all patients to access care and work closely with the Practice Patient Participation group to ensure access to our services and information continues to be provided in a variety of ways to meet patients' needs.

eConsult – Using eConsult gives you the opportunity to contact your doctor online from 6.30am-6.30pm Monday to Friday, from your own home and receive advice back by the end of the next working day. The eConsult tool is on the home page of our website. We have many patients who use this and are extremely happy with the service and prompt response this brings. This is best used for minor, acute medical problems (not for long standing or multiple conditions). There is also the availability to upload photos, of a rash or lesion for example., and can be used for administration tasks, such as requesting or extending a sick note. Next time you need a doctor's advice, why not give eConsult a try?

NHS App – Did you know you can access GP online services via your smart phone? By using the NHS App service you can request medication, view your medical record and access your Covid vaccination status.

SystemOnline - SystemOnline allows patients or someone acting on behalf of the patient to proactively manage their care. The online services available include the ability to view an online Electronic Medical Record (EMR) as well as booking appointments and managing medication. For access to this we do need your consent, you can complete this by emailing us on royalmanor@dorsetgp.nhs.uk.



Flu Clinics

We have already commenced our 2021 flu vaccine rollout for those of you who are in the “at risk groups”. If you have not heard from us yet, please do not worry as we will be in touch soon. Plans are going on behind the scenes for our Saturday Flu clinic to take place on 30th October. If you are eligible you will receive a text/letter to call and book your time slot.

“BE A FLU SUPERHERO, PROTECT YOURSELF AND YOUR FAMILY.”

Blood Bottle Shortages

There has recently been a national shortage of blood bottles. Unfortunately we have had to postpone routine blood tests. Please be assured that these will be rebooked as soon as possible.

Prescriptions

Please allow up to 1 week for a repeat prescription to be ready for collection at your nominated pharmacy.

We have been very successful with moving forward with online ordering and have managed to reduce the amount of paper prescriptions quite significantly.

If you don't already order online you can register for this via the NHS app.

Please make sure that your nominated pharmacy hold your up to date telephone number and contact details.

Patient Participation Group

PATIENT PARTICIPATION GROUPS – THE FACTS

In April 2015, it became a contractual requirement for all English GP Practices to establish and maintain a Patient Participation Group (PPG). Apart from anything else the purpose of a PPG is to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by their practice.

A PPG is not...

- A complaints forum
- A 'regulator' or to 'scrutinise'
- A place to air or resolve personal issues
- A political lobby group
- A group of elite patients
- A place of 'conflict'
- The token voice of the 'patients.'



In a nutshell

“A place for open discussion about a range of issues.”

“A constructive, critical friend”.

ROYAL MANOR PPG – CURRENT SITUATION

The pandemic, our initially low number of members, and staff changes within the Practice affected our operations drastically in 2020 and continue to do so in 2021 to the extent that we have not been able to have our usual, periodic, face to face meetings.

Initially we were making progress in establishing the PPG as a presence within Tophill Surgery. We had been given the opportunity for PPG members to staff a room in the surgery one day a week. The aim was to provide a resource point for people interested in joining the PPG and a base from which the PPG could engage with patients waiting in the surgery. Then Covid-19 struck and everything was put on hold.

In late 2020 a patient experience questionnaire was launched aimed capturing, among others, the views of the 20% or so of Weymouth and Portland residents who neither have a computer nor use digital services of any kind. This was an initiative from the Weymouth & Portland PPG Chairs Group and was supported by Dorset Clinical Commissioning Group. The Chairs Group was formed in 2018 over concerns that the voice of patients in Weymouth and Portland was not being adequately represented at Dorset_CCG. Our Group Chair represents us at meetings of the Weymouth & Portland Primary Care Network: this consists of local GPs and other health professionals.

A sub-group of the Chairs Group has been working on producing potential remedies for some at least of the problems identified in the Patient Experience Report which was published earlier this year. That work has now come to an end and a Menu of Suggestions has been produced, and approved by the PCN, to be worked on by each W&P Practice in conjunction with their PPG to come up with practical solutions appropriate to the individual Practices.

If you are interested in joining the PPG or want further information please contact the Chair, Mike Osmond, by email at mao@hulmecon.co.uk or via the Practice.

“WE ALL THANK-YOU FOR CONTINUING TO WEAR A FACEMASK WHEN VISITING THE SURGERY.”

Triage System - how does it work?

URGENT - If you have a problem that is urgent and needs to be dealt with that day, please call the surgery between 8.30am and 10.30am. A member of the Care Navigator team will have to take some details from you and a contact number and add the information to the triage list for a clinician to triage to ensure you are dealt with by the right person. A member of the Duty Team will contact you with further information.

NON-URGENT - please call the surgery after 10.30am. A member of the Care Navigator Team will take some details from you and a contact number. These details are then added to the 'Non urgent' triage list for a clinician to triage to ensure you are dealt with by the right person. A member of the Duty Team will contact you within 2 working days with more details about your care.

Please choose the right healthcare service in Dorset

NHS services in Dorset continue to be under extreme pressure.

If you're unwell and are unsure about where to go, visit 111.nhs.uk or call 111. Please be patient and choose the right care.

Get the right treatment, in the right place, at the right time.

At this very busy time, your 111 call may take a little longer to answer than usual but staff will get to you as quickly as possible. Thank you for your patience.

For ongoing or non-urgent concerns please contact your local pharmacist or GP practice.

“PLEASE CAN WE REMIND PATIENTS OF THE IMPORTANCE OF CANCELLING UNWANTED APPOINTMENTS.”

OVER THE COUNTER (OTC) MEDICINES

Royal Manor Health Centre is committed to delivering best value by ensuring that we use our resources well. Therefore to help us to support the cost effective, evidence based use of medicines, your GP or ANP will generally not give you a prescription for health supplements and medications that can be bought over the counter for self-limiting, short-term illnesses and minor conditions. By managing minor health needs through self-care, it will help to ease the pressure on the NHS.

- Your NHS can pay up to 10 times more for medicines for short-term minor ailments if you choose to get it on prescription. It's cheaper, quicker and easier to buy them yourself from a pharmacy or a supermarket.
- Some medicines cost as little as 20p if you buy them yourself. Better still, you don't need to make an appointment or travel to your GP practice – you can pick them up when it's convenient for you.
- If you are unsure about which medicines to buy, you can visit your pharmacist for advice. Pharmacists are experts on medicines and they can also give you clinical advice on how to manage your condition and which medicines would be the most effective.

You can find more information on the specific minor ailments that you can buy from the supermarket or the chemist in the following link <https://www.england.nhs.uk/wp-content/uploads/2018/08/1a-over-the-counter-leaflet-v1.pdf> or you can head to our website for some more information.

DATES FOR THE DIARY

- Dry January - 1-31 January 2022
- Cervical Screening Awareness week [21-28 Jan 2022](#)
- Movember (Men health awareness Month 1-30 November 2021)
 - National Stress Awareness Day - 4th November 2021
 - Alcohol Awareness Week - 15-22 November 2021
 - World Aids Day - 1st December 2021
- International Day of People with Disabilities - 3rd December 2021

Karen's Afghanistan Appeal

Our trainee ANP Karen is collecting donations for the "Afghanistan Appeal". This is called "pack a rucksack" and more information on this can be found on our Website or Facebook page.

Sheri's Skydive

Our Carers Lead Sheri took a plummet out of the sky on 16th of September and raised an amazing £690 for MIND. Well-done Sheri!

CHRISTMAS

The surgery will be closed on the 27th & 28th December and 3rd January.

The surgery will be open as normal during the rest of the festive period.

WISHING ALL OUR PATIENTS AND STAFF A HAPPY CHRISTMAS AND NEW YEAR

