

WELLINGTON ROAD FAMILY PRACTICE

PATIENT NEWSLETTER AUTUMN / WINTER 2020



Changes at Wellington Road Family Practice

Wellington Road Family Practice and Cadbury Heath Healthcare formally joined partnerships in February 2020. This also coincided with the start of the COVID 19 pandemic and first lockdown leading to a change in how we needed to operate our services for patient and staff safety.

The Partners and Staff would like to thank you all for your patience, perseverance and support during the current COVID 19 pandemic. We would also like to remind you that despite the ongoing pandemic we are still open and available to patients for remote consultations and face to face consultations if it is felt necessary. Please continue to access our services for your ongoing medical care and do not delay speaking to a GP if you have any symptoms you are concerned about.

Due to ongoing social distancing measures all GP practices are obliged to review patients over the telephone or online at first. We have therefore introduced a new service which can be found on our website called e-Consult. Your concern can be filled in at your convenience online, and we will reply in the most appropriate way to you (by the end of the next day at the latest, in most cases sooner.) Some issues do not always require waiting for a call from a GP so this may be a more convenient way for you.

If you would prefer a discussion with a GP however please call at these times (similar to our previous walk-in times) for a telephone appointment;

Mornings - 08.30am – 11.00am Afternoons 15.00pm-17.00pm PLEASE NOTE THE CHANGE (excluding Thursday when we will continue to close for the afternoon at 1.30pm)

Outside these hours please call only if your concern is urgent and cannot wait. Please also note that Monday is our busiest day, and in order for us to continue our same day service, please consider if your concern can wait until another day of the week.

Dr Kate Mansfield & Dr Nick Mansfield

At the end of March 2020, both Dr Kate and Nick Mansfield retired from their roles as General Practitioners.

Sadly on the 30th May 2020 Dr Kate Mansfield lost a very long and courageous battle to cancer. Our thoughts are still with Dr Nick and his family. Both Kate and Nick are greatly missed by all of our staff and patients. As we embark on the next stage of our journey for Wellington Road, we will all no doubt reflect on the outstanding legacy of high quality patient care that Dr Nick and Dr Kate leave us.

The team at Wellington Road all remain in their roles and Helen Tillman as Practice Manager continues to effectively and efficiently manage the practice on a daily basis. In terms of the Partnership at Wellington Road this is now the responsibility of Dr Gallagher, Dr Bird, Dr Davies and Dr Taylor and Mrs Katherine Horne. The partnership was selected by Dr Nick and Dr Kate personally and they are acutely aware of the family run, caring ethos of Wellington Road and will continue to embrace this working practice.

Staff Changes

You may have noticed a new face if you have visited the practice recently. This is our youngest recruit, Holly Mckenny. Holly is working with us to help with answering the door during these difficult times, taking temperatures, asking covid related questions as well as helping with queries regarding new patient registrations, prescription requests and contacting patients to book in for their flu vaccinations.

We are also pleased to announce that we have a new reception administrator joining our team on Friday 20th November 20. Her name is Becky. Becky is also able to do phlebotomy, so she will be assisting Jayne by running an extra clinic on Monday mornings and will be helping with cover when Jayne is on annual leave.

We are currently advertising for a new treatment room nurse to work alongside Sue Hutchinson and Amy Gibson. We hope that this person will be in post from January 21 and that by recruiting into this role, we will be able to offer more flexibility in terms of appointment days and times.

The new nurse will work Tuesday afternoon, Thursday morning and Friday afternoon

We are hoping to have a first contact Physio therapist (FCP) join us for two sessions each week from sometime early in December/January. This is for muscular skeletal issues, so any contacts from patients about these types of problems will be booked in with the FCP.

On the 1st Dec 20 Dr Sarah Patrickson will be joining us for three months on a fixed term salaried GP contract ending on 28th February 21. Some of you may have spoken to Dr Patrickson as she did a locum session for us recently.

From 1st Dec 20, Dr Brynn Bird will no longer be doing a clinical session on a Wednesday afternoon. Instead he will have allocated management time each Wednesday morning.

Dr Stephanie Meats will be sadly leaving us on the 2nd Dec 20. Dr Meats has been with the surgery for almost five years. We will be very sad to see her go, but know that having a young family and working as a GP is hard, so Dr Meats is moving to a practice which is closer to home and less sessions per week. I am sure you will all join me in wishing her the very best for the future.

Antigoni Gerantzi is our new Clinical Pharmacist who will be joining the team on the 13th Jan 21. Antigoni will spend some time with our current Clinical Pharmacist, Anna Durbin, who will do a handover before Anna sadly leaves us to work at Courtside surgery.

Dr Aisha Davies, a GP Partner from Cadbury Heath Health Care will be joining us from Monday 1st March 21. Dr Davies has been on maternity leave and will be working all day Monday, all day Tuesday and all day Wednesday.

Dr Huw Taylor will be staying with us working every Thursday morning.

Dr Brynn Bird will remain working all day Mondays and all day Fridays.

Dr Joanna Hunt will continue working alternate Thursdays and all day Fridays.

Dr Tara Dallard will continue working alternate Thursdays and all day Tuesday and Wednesday.

Sophia Chappell will also be joining our team as a Physicians associate in the very near future. This is a role that sits somewhere in between a doctor and a nurse and is able to see patients with minor ailments. The receptionists currently ask patients for a brief description of the reason for their call. This is to give the doctors an idea of what the problem is

before they call. This will continue, but will enable the receptionists to navigate patients to the most appropriate clinician, whether this is a nurse, Physicians Associate, Clinical pharmacist, a Physio or a GP.

COVID Update

The NHS and Public Health England (PHE) are well prepared for outbreaks of new infectious diseases. The NHS has put in place measures aimed at ensuring the safety of all patients and NHS staff while also ensuring services are available to the public as near to normal as possible.

If you think you have COVID (Coronavirus) symptoms, stay at home for 7 days if you have any or all of:

- A high temperature
- A new continuous cough
- A loss of taste or smell

Do not come to the surgery or go to a pharmacy or hospital. You do not need to contact NHS 111 to tell them you are staying at home.

The NHS 111 website could be helpful, <https://111.nhs.uk>.

Use this service if:

- You feel you cannot cope with your symptoms at home
- Your condition gets worse
- Your symptoms do not get better after 7 days

There is also some helpful advice about staying at home on www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment

Changes to the Way You Contact the Practice

Most patients will be aware that since mid-March of this year, there have been changes implemented to keep patients and staff as safe as possible. This will remain the situation for the foreseeable future. If you need help then please telephone us on 01454 323366 on the morning or afternoon that you wish to be contacted, during our open access hours of 8.30am – 11.00am and 3.00pm – 5.00pm with the exception of Thursday afternoons when we close.

The receptionist will need to ask you some questions. They are here to support you so please cooperate with the practice staff at all times. If the receptionists is unable to answer your enquiry, they will add your name to a list for the most appropriate person to phone you back to decide whether you need to be seen or not.

One of the newer ways in which you may be able to access the help or advice that you need is through our e-consult service which you can reach by going to our website, www.wellingtonroadfamilypractice.co.uk and clicking on e-consult. This will take you to a page which asks you to choose what help you want and what the condition or symptom is that you are concerned about. It will then guide you through to obtain advice

or help that you are looking for. This may still lead you to asking for a contact with one of the doctors or another of our health care professionals.

Flu Vaccination 2020/2021

It has probably never been more important to have an influenza vaccination this year if you are in one of the eligible groups. Flu vaccination is an effective way of reducing the incidence of influenza through the winter. By having a vaccination you can contribute to easing pressure on health and social care. This winter, it is likely that we will be faced with COVID-19 and influenza circulating at the same time. People at greatest risk from flu are also the most vulnerable to COVID-19. Here at the Practice we will offer flu vaccinations free of charge to everyone who is eligible.

Eligibility

Patients eligible to receive a free flu vaccination are:

- pregnant women
- people aged 65 and over
- people living in long stay care homes
- carers
- all children aged 2 and 3 on 31.8.20
- those aged 6 months to under 65 in clinical at risk groups
- people who are close contacts of immunocompromised individuals
- health and social care staff employed by a registered domiciliary, hospice, residential care or nursing home provider.



Clinical risk groups include:

- Chronic respiratory disease e.g. asthma
- Chronic obstructive pulmonary disease
- Chronic heart disease
- Chronic liver or kidney disease
- Chronic neurological illness e.g. Parkinson's or MS
- Diabetes
- A weakened immune system due to disease or treatment

The Government has recently announced that a second phase of free flu vaccination will be offered to people between the ages of 50-64 and members of the household of shielded patients. Once vaccinations of the most at risk groups is well underway, we will be advised when to open the flu vaccination programme to these groups of patients. It is likely to be sometime in early December 20.

Does the Practice Know Your Mobile Phone Number?

If we don't have your mobile telephone number, would you be happy for us to have that number please? We now have the ability to send you text message reminders for any appointments with us. There's good evidence that being able to send a text reminder, reduces the number of appointments that are missed. So if we don't have your mobile telephone number and you are happy for us to have it please let us know.

Overcoming Loneliness

Since the onset of the coronavirus, COVID-19, loneliness has become an issue for a significant number of people, particularly people who have had to shield or self-isolate because they are in one of the high risk groups for catching the virus. Loneliness can be a risk factor in a number of health problems including depression and anxiety and a variety of life events such as bereavement, relationship break-up, retirement, illness, caring, poverty and discrimination can make us more vulnerable to loneliness.

Coronavirus has had a huge impact on many peoples' lives, particularly people who are older or have underlying health problems and are living alone. For many people in these situations, any feelings of loneliness and isolation will have significantly increased. When the lockdown began to ease, some of us were able to reengage in some of the social contact that we had before. With the incidence of the virus once again on the increase, perhaps now is the time to think about what we can do, to reduce or avoid the feelings of loneliness and isolation, as we head into autumn and winter.

One of the options to consider, might be to see if there are organisations that offer befriending or support with whom you can have some regular contact. Here are just a few suggestions that you might like to follow up.

1. Silver Line is a free confidential 24 hour a day support line for people over 55; you can call and talk to someone and be put in touch with a Silver Line friend for a weekly friendship call. Phone 0800 470 8090.

2. Mental Health Charity MIND has an information line, 0300 123 3393.

3. Age UK South Gloucestershire offers a befriending service; to find out more contact 01454 411707 and select option 2.

4. CRUSE offer a service for people who have experienced bereavement, phone 0117 926 4045.

5. Carers Support Centre offers befriending and buddying for people caring for a relative or friend on 0117 958 9988 or 0117 965 2200.

6. Samaritans are there to listen and understand 24 hours a day, 365 days a year on 116 123.

And a final thought for us all!! **A simple smile and a hello is something we can all do** when we pass someone in the street or when we're going into or out of a shop. It may be the only time that someone talks to or smiles at that person that day or perhaps even for several days.

Primary Care Networks and Forthcoming Developments

Wellington Road Family Practice is part of the Yate and Frampton Primary Care Network, along with the West Walk, Kennedy Way, Courtside and Frome Valley GP Practices. Primary Care Networks were created in July 2019 to build on the current primary care services and enable greater provision of proactive, personalised and coordinated health and social care services. The aim is to improve outcomes for patients and over the next two years, the intention is that a wider range of health and care professionals will become more readily available. These will include doctors nurses, pharmacists, therapists and social care providers. The focus will be on patients with complex health conditions and support needs. For Wellington Road the first contact physiotherapist and the recruitment of a clinical pharmacist for three half days a week from January 2021 is a result of the Primary Care Network.

Social Prescribing

Social prescribing is a national NHS England programme and locally is a service available to all GP surgeries in South Gloucestershire. It is a means of enabling GP's, nurses and other primary care professionals to refer patients to a range of local non-clinical services. Part of the thinking behind social prescribing is that a person's health can be significantly determined by social, economic and environmental issues. Social prescribing aims to address a person's needs holistically, as well as helping that person to take greater control of their own health.

Social prescribing is designed to support people with a variety of social, emotional and practical needs aiming to improve mental and physical

well-being. Evidence from a local study demonstrated reduced levels of anxiety and improved general health and quality of life.

Referrals to the service will be for:

- People age 18 and over;
- People who are socially isolated;
- People with poor self-care, hygiene, nutrition, fitness;
- People experiencing family related problems;
- People who have experienced bereavement;
- People who are or have been experiencing abuse and trauma and
- Anyone who could benefit from additional support to enhance the positive outcome of their clinical prescriptions and enhance the daily wellbeing of the patient for the long term.

Caring Through COVID

Looking after someone can be rewarding but is often difficult and stressful. COVID-19 has for many carers, made caring much more demanding. The recent GP Patient Survey 2020, (an Ipsos MORI survey for NHS England), shows that carers of all ages, compared to people not in a caring role, are more likely to:

- Report problems with physical disability
- Feel isolated
- Take five or more medicines
- Have a long term physical and mental health condition.

Ensuring carers receive the support needed to manage and sustain their own health and wellbeing means that they are less likely to face crisis and can continue caring for as long as they are able to or choose.

For many carers COVID-19 has made looking after someone significantly more challenging. Whether you live with the person you care for or visit them regularly, there are concerns about making sure that you don't pick up and pass the virus on, especially if you have to go out to work or you have to go out to shop because of limited access to delivery services. "Who cares, if I get the virus?" is a question many carers ask. If a care worker visits to help with personal care, what risks do they bring with them? Being a carer for someone who doesn't understand what COVID-19 is about and so cannot appreciate why they cannot do the things that they would normally do or remember what the COVID restrictions are, is very frustrating and extremely distressing for many carers.

A carer of someone living with Motor Neurone Disease (MND), says living with the condition "is a difficult enough experience at any time, but with COVID it has made life much more challenging." A carer of someone living with MS says he is worried about his own mental health and



Carers Support Centre
Bristol & South Gloucestershire

wellbeing. He says he feels more alone, isolated and trapped since COVID because there is no respite care. Another carer of someone living with a dementia, worries about being able to continue to cope, COVID has made caring so much more demanding and difficult.

So what can be helpful to carers in the current circumstances?

Many condition specific organisations, e.g. cancer charities, British Heart Foundation, Alzheimer's, Parkinson's and Motor Neurone Disease Association, or organisations like Age UK, have their own helpline support services whose contact details will be on their internet sites. Our local Carers Support Centre Carersline is still open to carers on 0117 965 2200 to offer information, advice and support and can provide you with contact information for particular support organisations.

Would You Like To Sleep Better?

Sleeping well is really important. Adults who have insufficient or poor quality sleep, may be at increased risk of health problems such as diabetes, obesity, dementia and mental health issues. Most of us will recognize that when we sleep well, we feel vital, healthier and happier, enjoying improved relationships, memory and performance. There are real challenges to improving sleep. Stress, smart phones, stimulants such as caffeine and alcohol, caring responsibilities and family pressures such as loss and bereavement and poverty, have a significant impact.

Professor Matthew Walker's book, Why We Sleep, Dr Sarah Arnold's book The Sleep Coach, the Sleep Foundation (www.sleepfoundation.org) and Dr Ashish Bhatia's Really Wellbeing website (www.reallywellbeing.com) all offer ideas and tips for improving the quantity and quality of your sleep.

Here are a few of the ideas which the references above, have in common.

1. Make your bedroom a safe, silent, soothing sanctuary which at night is dark and cool.
2. Work at weaning yourself off caffeine and alcohol particularly in the evening.
3. Find a way to make some time if at all possible an hour or two before going to bed, to pause and unwind, perhaps yoga or a bath, just trying to release the physical and emotional tension of the day.
4. Switch off screens, phones, computers, television, at least an hour before going to bed.
5. Try to achieve a regular wake up and get up time and a regular bed time.
6. Don't be worried if you wake up in the night. It could help to sip some cold water, then turn your pillow over so it's cool to lay back down on and before you settle again, take 3-4 deep breaths quietly saying to yourself a word like calm or peace as you breathe out.

If you cannot get back to sleep, try to avoid focussing on trying to fall asleep; try to focus on relaxation. If after 20 minutes you are unable to get back to sleep, get out of bed and do something relaxing in low light. Sleeping problems can be complex and what works for one person may not work for someone else. Try different techniques to see what works for you and give what you are trying, time to take effect.

Our Virtual Patient Participation Group (PPG)

We've not been able to do a virtual PPG meeting for some time. If you would like to join our Virtual PPG, you can take part by email or post. The Virtual PPG is a voluntary group made up of Practice patients whose role includes advising the Practice on what matter most to patients, identifying solutions to problems, improving patient/ Practice communication and helping patients to take more responsibility for their health. So if you'd like to be a part of the future development of the Practice, please go to the sign-up form on our website under the Have Your Say icon.

The NHS App

The NHS app <https://www.nhs.uk/apps-library/nhs-app/> allows anyone with a smartphone to verify their own identity using a government service, and get quick access without visiting the surgery. The NHS app allows you to view your record, order your repeat medication It also allows us to ensure that your details (particularly mobile phone numbers) are up to date.

Best Surgery Once Again!!!

Wellington Road Family Practice was rated as the best Practice for the fourth consecutive year in South Gloucestershire, Bristol and North Somerset. Every year a GP patient survey is carried out. A short while ago, the 2020 survey results were published and Wellington Road Family Practice scored higher than average in every area surveyed. 98% of our patients who responded to the survey, described their overall experience as good, the national average for overall experience was 82%. If you would like to see the full survey results, these can be found at <https://www.gp-patient.co.uk> . To achieve this result for the fourth year running is outstanding, hugely encouraging and a massive boost to morale, particularly in the light of the difficult year we've had due to illness amongst the Practice team. A very big THANK YOU from all the Practice team to all our patients who took the time to respond to the survey.

Looking Ahead to Next Year?

It seems really premature to be looking ahead to the end of December and the start of a new year. After what has been a uniquely strange and for many people a profoundly unsettling year, hopefully we can look forward to Christmas and 2021.



Our Christmas and New Year celebrations will probably have to be quite a bit different this year. At present we don't know which days over the Christmas and New Year period that the Practice will be open so please keep an eye on our Practice website and we'll post that information on the website as soon as we know.

As this will be the last newsletter for 2020 the doctors, nurses and staff here at Wellington Road Family Practice would like to be the first to wish all our patients and your families a very merry Christmas and a happy and healthy new year!! Please let us have repeat prescription requests in time for them to be dispensed for you to have all your medication over the holiday period.