



Leckhampton Surgery

Winter Newsletter 2021

Working together for your health

Thank you to patients who have supported us at what is proving to be a tough time in the NHS, in particular Primary Care.

Our team are working nonstop and as efficiently as possible to provide the best care to all our patients. Your kindness and respect are greatly valued – it helps us do our jobs well.

We would like to reassure you that we are here for you when you need our services and we continue to offer both telephone and face to face appointments, depending on an individual patient's need. We have Doctors seeing patients face to face every day who need an examination, which has been the case throughout the pandemic.

The eConsult facility is still the easiest way to get in touch and this can be accessed via our homepage (the purple button) at www.leckhamptonsurgery.co.uk and a GP will aim to get back to you within 72 hours. If you do not have internet access or it is urgent, please telephone the surgery as normal.

Please note, the eConsult service is not available at weekends or bank holidays. If you do have a medical need when we are closed please use the Out of Hours service by calling 111.

Welcome

We would like to welcome;

- Jodi Mitchell – Receptionist (back from maternity leave)
- Natasha Peat – Receptionist
- Nicola Hunter – Receptionist
- Dr Sophie Doyle – Trainee doctor
- Dr Anant Sinha – Trainee doctor
- Dr Alison Ellis – GP Partner

Goodbyes

We wish fond farewells to:

- Dr Fiona Neiles – Trainee doctor
- Dr Anna Cuskin – Trainee doctor
- Vicky Davies – Medical Secretary
- Grace Ramanil – Receptionist
- Dr Bridget Nicolson – GP Partner



Dr Nicolson's retirement

It is with sadness but excitement that I announce my retirement at the end of this year.

I started at Leckhampton in 1991 and the new babies that I welcomed to this world now have families of their own. It has been a privilege to be a family doctor and I hope that I have made a difference. I have come to know so many people and have been witness to so many life events that I have sometimes felt like part of the family.

The staff at the surgery are also like a family to me and I wish them every success and happiness in the coming years. They work so hard to provide an excellent service and have worked tirelessly over the last 18 months during Covid. It makes it a difficult time to leave the Partnership but I will no doubt be doing some locum work over the next year so you may still hear me answer the phone from time to time.

I am looking forward to some quality time with my family and with the garden.

If you spot me out and about, I would be very happy to say hello as I have always done.
Please keep fit and well, and enjoy life...

Dr Bridget Nicolson

Waiting Times

From your feedback we realise at times it can be frustrating to get through to the surgery, but we continue to work to reduce this waiting time. We have recruited 2 new members of the Reception Team and still have 1 vacancy. Please bear with us as it takes time to train new staff and they require mentoring and support from existing staff.



Be Kind

Whilst the majority of our patients have been very understanding and supportive, there have sadly been some isolated instances of unacceptable behaviour towards our staff. We would remind all our patients that Leckhampton Surgery does not tolerate abuse towards members of our staff. We understand that when patients contact us, they are sometimes feeling quite unwell and as a result of this may not be their usual selves. Please remember that our staff are here to help you. If a member of staff does experience any form of abuse, it is practice policy that they report it to the management immediately. Abusive behaviour may result in us asking a patient to register elsewhere. We will not tolerate verbal or physical abuse.



Trainee Doctors

Leckhampton Surgery is a training practice therefore we have trainee doctors joining the team for short periods of time. We currently have Dr Sophie Doyle & Dr Anant Sinha.

Surgery Closures

The surgery will be closed from 12.30-16.00 on Thursday 16th December 2021 for staff training.

Covid booster

The vaccination roll out continues with our latest figures below;

1st Vaccine– 93.6 % of adult patients vaccinated

2nd Vaccine – 92.5% of adult patients vaccinated

Booster vaccine – 66.9% over 50's & vulnerable patients vaccinated

Invites have now gone out for our booster clinics to anyone over 40 if over 12 weeks since their second jab.

There will be weekly CCG run drop-in clinics at the fire station on Thursday evenings 5:30 to 8pm for:

- Anyone over 16 for first or second dose (need to be 12 weeks between 1st and 2nd)
- Over 18s for first or second dose (need to 8 weeks between 1st and 2nd)
- Over 40s if over 12 weeks since second dose

How to access your COVID-19 vaccination status

Through the NHS App

You can access your COVID-19 vaccination status through the free NHS App. You can access the app through mobile devices such as a smartphone or tablet. Proof of your COVID-19 vaccination status will be shown within the NHS App. We recommend that you register with the app before booking international travel. For access via the NHS App **you do not need to contact your GP.**

The NHS App will continue to be developed with further updates in the future. This will include the ability to show your COVID-19 test results.

By calling 119

If you do not have access to a smartphone and know that the country you are travelling to requires COVID-19 vaccination status, you can call 119 and ask for a letter to be posted to you.

Request a letter only if you:

- have been fully vaccinated by the NHS in England (you should wait 5 working days after your second dose)
- are planning to travel in the next 4 weeks to a country that requires evidence of COVID vaccination

Secretarial Work

Non-NHS requests for letters/form completion

Due to the GDPR government rules and regulations we require a written letter (this can be scanned/photographed and emailed) to proceed with any non-NHS requests. Private work usually incurs a charge as this has to be completed outside of NHS work. Once your request has been assessed you will be invoiced and asked to pay via card or cash prior to completion of this work.

You will be contacted once it is ready for collection.

Whilst we recognise this is important to you, private work cannot take priority over patient care.

We do aim to complete requests within 14-28 working days, however, please be aware that requests direct from insurance companies for a medical report can take up to 6-8 weeks from receipt of payment.

If you need to follow up on your insurance/private work query, please email leckhampton.insurance@nhs.net and someone will get back to you in due course.

Referrals to hospital clinics

We are aware that some clinics are experiencing continued delays due to the ongoing pandemic.

Please could we highlight that during this unprecedented time, appointments can take considerably longer to be allocated by the hospital. We are unable to expedite any appointments at this time and appreciate your patience and understanding during this difficult time.

If you have any queries regarding a hospital referral then please feel free to email: leckhampton.secretary@nhs.net and we will endeavour to get back to you within 48hrs.





Other vaccine updates

Pneumonia – supply issue now resolved, eligible patients will be contacted to book in.

Shingles – new ‘non live’ vaccine now available and is recommended if the previous Shingles vaccine is not suitable (For example, if you have a condition that affects your immune system).

Eligible patients will be contacted to book in.

Contraception

If you require contraception, please contact the surgery either by e-consult or telephone. We are offering the full range of contraceptive services including coil and implant fitting. We have not reduced this service during the pandemic.

Phlebotomy Update

Due to increase in demand we have extended out Phlebotomy surgery times on a temporary basis;

Tuesday- 13.10-17.30

Wednesday 13.10-17.30

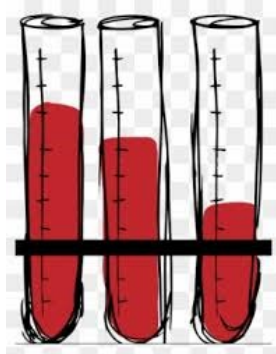
Thursday 13.10-17.30

Please note we will not do blood tests for the following:

- Blood test needed in advance of a consultant outpatient appointment
- If the request for the blood test has come from the consultant E.g. Prostate cancer under a urologist or oncologist that needs regular PSA testing. This applies even if you speak to your GP from time to time about your condition or attend for regular treatment with the practice nurse
- ANY private blood test request from in or out of county cannot be done here or converted to an NHS test.
- Requests from ANY other providers e.g. psychiatry, health screening companies, fertility clinics etc.
- Complex pathology tests that need immediate processing in the lab (ICE will inform the requestor in this case)

If you are eligible to have your blood test done here and you are difficult to bleed, please ensure you drink plenty prior to your appointment.

Blood Bottles – the lack of bottles situation has stabilised but supplies are not yet back at normal levels. You may find some longer waiting times than normal for a blood test appointment for this reason.



Sample Box

Patients are reminded to place all samples for testing into the big, **red** parcel box in the Reception area. Staff cannot take samples into appointments or via Reception. Samples must include your full name and date of birth, otherwise they will be rejected.

Blood pressure machines

Due to coronavirus, the surgery has temporarily stopped lending out blood pressure machines for annual reviews.

However, as the annual reviews are still going ahead remotely, it is important that your blood pressure is still checked and recorded for the GP and nurses to review.

We are strongly encouraging patients to purchase their own blood pressure machines from any local pharmacy or online as we do not know when we will be lending them out again.

If you purchase your own, you can review and record your blood pressure at any time and you won't have to wait around for a machine every year!

Green Impact for Health

Climate change poses a major threat to health. Tackling it can be lifesaving –and will improve health now and for generations to come.

That's why we, at Leckhampton Surgery, care about reducing carbon emissions and building a greener NHS.

This month marks a major milestone for the NHS. It's one year since the NHS became the world's first health service to commit to reaching net zero emissions.

The good news is the NHS is making progress towards reducing our carbon footprint. In fact, quite a bit of progress –reducing emissions equivalent to powering 1.1 million homes for a year with electricity.

This is thanks to the efforts of NHS people up and down the country. At Leckhampton Surgery, we have signed up to the Green Impact for Health scheme and we are working towards an award for the practice. A number of our team are looking at changes to our practice which will reduce our carbon footprint, ranging from how we consult with our patients, to the medications we prescribe, and the consumables we use day to day, just to name a few.



We're seeing signs of sustainable progress across estates, transport, medicines and the delivery of care across the whole NHS. Greener travel, solar powered care, lower carbon medicines, to name a few. And crucially, many of these measures are improving care today.

Together, we can achieve even more. Let's show our support for a greener NHS today.

To find out more about what's happening across the NHS to help reach net zero -and to join in and support a greener NHS, read on here: <https://www.england.nhs.uk/greenernhs/2021/10/baby-steps-are-adding-up-to-deliver-the-worlds-first-net-zero-health-service-by-2045/>



Christmas Jumper Day Friday 10th December

This year Leckhampton Surgery are supporting Christmas Jumper day once again to raise money for the very worthy charity **Save the Children**.

While wearing our jumpers and celebrating Christmas, we will be raising money for a wonderful charity that help so many vulnerable children.

If you do would like to support **Save the Children** in addition to our donation, then you can visit their website at www.christmasjumperday.org to make a fast and secure donation.

Merry Christmas from Leckhampton Surgery