



Castle Donington Surgery Newsletter



December 2021

Website: www.castledoningtonsurgery.co.uk

01332 856050

Welcome to the relaunch of our Practice Newsletter! We hope to be able to keep you informed of changes at the surgery and ways that we can work together to support your health, our surgery, and the local community. You will also find additional information and updates on our Facebook page and website.

It has been another challenging year. In many ways, this year has been more difficult than last. General practice throughout the country has seen a surge in demand, and we are no exception.

Our staff have worked hard to deliver COVID vaccinations, both at the surgery and at the vaccination hub in Measham, to ensure the vaccination programme can be rolled out as quickly as possible, helping the country return to some form of normality.

We are receiving more enquiries and more requests for appointments than we ever have.

The number of requests for appointments far outweighs the number of appointments we have every day. A typical Monday morning will see in excess of 300 calls coming in to the surgery. We have also seen an increase in work as a result of the long waiting lists at the hospital, plus our staff continue to deliver both COVID and flu vaccinations in addition to their other clinical work.

We share your frustrations. We want to be able to give each and every one of you the time and care you deserve. At times it feels like this is an impossible task, but we are doing our absolute best given the circumstances.

We have worked hard to adapt the appointment system to try to manage the increased demand and ongoing risk posed by COVID-19 infection. We value your feedback and have continued to adapt the system using this.

The current triage system has helped us to prioritise things that need dealing with on the day. It has allowed patients to request appointments online, freeing up the phones, and has meant that some things can be dealt with by text or email, leaving appointments free for other patients who need to be seen. It also means we can ensure that patients who may have COVID are screened and seen separately, so you can feel safe when you need to come to the surgery for an appointment.

Like the rest of the NHS, we have been left with a large backlog of work from the COVID pandemic. Please be assured, we are working hard to catch up with annual reviews of medication and conditions such as diabetes and asthma, prioritising those who are most at risk.

On behalf of the surgery, I would like to thank each and every one of you who has expressed your thanks and support. Your kind words and encouragement have lifted out spirits through these difficult times.

Dr Amanda Woodgate, GP Partner

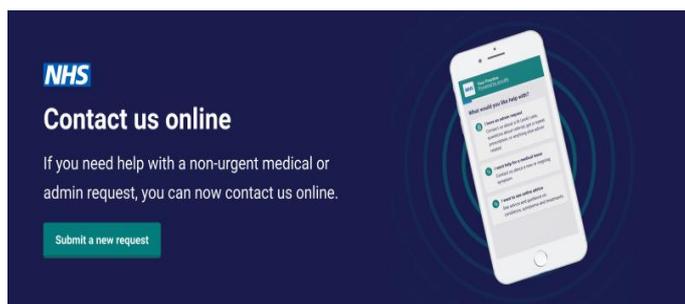


Booking an appointment

Due to the considerable number of requests we receive each day, we are currently operating a triage system. This allows us to:

- Ensure that urgent matters are dealt with promptly
- Ensure that you are directed to the best person to deal with your problem
- Deal with some matters without the need for an appointment

The best way to request an appointment or submit a question is via the online system on our website, clicking on the 'Contact us online' icon. This allows you to submit details of your problem and how and when you would prefer to be contacted. These requests are reviewed by trained members of the practice team within one working day.



If you are not able to use the online requesting system or would prefer to contact us by phone, the reception team will take the same details from you and submit the request on your behalf. Please be assured the information you give remains confidential and is used to help deal with your problem as efficiently as possible.

From time to time we have had to suspend the online service to help manage reduced capacity. This is usually through unexpected circumstances such as staff illness, resulting in a reduction in the number of appointments for that day. If your request is for a routine problem, it is helpful if you can try again in a day or two, as this allows us to prioritise problems that need to be dealt with on the day.

If you are in any doubt, or if your request is urgent, please contact the surgery by telephone.

Telephone consultations

These were introduced as the main form of consultation at the start of the COVID-19 pandemic following national guidance. The clinical staff have been able to deal with many health issues via this route, which has helped to keep patients, staff and the practice as safe as possible. Many patients have found this form of consultation more convenient.

Face to face appointments

These have remained available throughout the pandemic after an initial telephone consultation. This has been in order to ensure that patients with possible COVID-19 infection are able to be seen safely, without risking infecting other patients and staff.

The triage system has helped us to identify patients who need to be seen face to face. Please be aware that if you need to come to the surgery for an appointment, COVID screening questions will be asked, and in some instances patients are advised to take a COVID PCR test, in line with clinical guidance.

If you have a confirmed or suspected COVID infection, we will arrange your appointment to minimise the risk of infection to other patients and staff.

COVID-19

We continue to follow NHS guidance on infection control measures to minimise the risk of infection.

We ask that you please continue to wear a mask when you visit the surgery, and maintain social distancing. This is to protect both our staff and our vulnerable patients.

Please be aware that if our staff contract COVID-19, we have to self-isolate. This results in a reduction in the number of appointments available. In some instances during the pandemic, GP practices have had to close due to outbreaks in the surgery. We want to avoid this so we can continue to provide the services you need.

New services

Acute Visiting Service (AVS)

A rapid response injury and illness home visiting service for patients who, if they are not visited rapidly are at risk of admission or attendance to hospital. The service is provided by experienced health professionals including GPs, ANPs and ECPs operating between the hours of 08.00 and 18:30. Visits are prioritised according to urgency and patients are usually visited between a 1 and 6 hour timeframe.

Emergency Care Practitioner (ECP)

ECPs assess, diagnose, treat, refer or direct patients to other services who attend with minor conditions, injuries or acute illness.

First Contact Physiotherapist (FCP)

FCPs are physiotherapists with expertise in the assessment and management of musculoskeletal (MSK) conditions. They are trained to assess patients with soft tissue, muscle and joint pain and to decide on the most appropriate management pathway.

Social Prescribers

Social prescribers connect people with non-medical support, such as day centres, charities or community groups in the community to improve their health and wellbeing, and tackle social isolation.

Pharmacists

Carry out patient medication reviews and deal with medication queries.

Care Coordinator

Care coordinators proactively identify and work

with people, including the frail/elderly and those with long-term conditions, to provide coordination and navigation of care and support across health and care services.

Self-referral

Please be aware you are now able to self-refer to a number of local services, without needing an appointment at the surgery

Podiatry

Treatments range from corn, callous and nail treatment to diabetic foot ulcer care and nail surgery, through to provision of insoles and orthotics. The following link explains the services provided and any exclusions:

<https://www.leicspart.nhs.uk/wp-content/uploads/2019/05/Podiatryservicesheet1122014.pdf>

Self-referral online:

<https://www.leicspart.nhs.uk/services/help-support-resources/?v=12913>

For information or advice, please telephone the podiatry appointments office. Tel: 0116 2255118 (Lines open: Mon-Fri, 9am-4pm)

Mental wellbeing support service - VitaMinds (16+ years)

VitaMinds is a talking therapy service designed to support individuals by providing the tools needed to get things back on track. It's a free service. Self-refer online or via the phone:

<https://www.vitahealthgroup.co.uk/make-a-referral/>

Tel: 0330 094 5595 (Mon - Fri 8:00am - 8.00pm, Saturdays 9:00am - 12:30pm)

Physiotherapy - Leicestershire Partnership NHS Trust physiotherapy service (16+)

Tel: 0300 300 0046 (Mon-Fri 08:00-16:00). You will need your NHS number available. Booking centre staff will ask some basic questions about your condition and will then arrange a telephone consultation with a qualified physiotherapist.

LPT Mental Health Central Access Point (CAP)

This service is for people of all ages across Leicester, Leicestershire and Rutland including existing and previous service users and people who have never used mental health services before. It also support carers, stakeholders and health and social care professionals looking for information and advice.

Calls are answered by call handlers and triaged by a nurse who will assess the urgency and the caller's need. If an individual requires an assessment, they will be referred to the appropriate service, such as a community mental health team or LPT's crisis and home treatment team. The team is also supported by a consultant psychiatrist.

Tel: 0116 295 3060

Stop Smoking - Quit Ready

You are 4 times more likely to stop smoking if you have support from a stop smoking service. For quit smoking support call or chat online to a friendly stop smoking advisor.

Tel: 0345 646 66 66

www.quitready.co.uk

Self-care

Patients are encouraged to consider self-care for minor ailments before contacting their GP. There are many easily accessible remedies for minor ailments and information and guidance on common illnesses is available from trusted sources such as the NHS website: <https://www.nhs.uk/conditions/> This website offers an A-Z guide of illnesses providing information on symptoms, causes, treatment and advice on when to see a GP. You can also seek advice from your local pharmacy.

Dates when we are closed

Bank holidays – closed all day

27 December 2021 - holiday in lieu of 25 December

28 December 2021 - holiday in lieu of 26 December

3 January 2022 - New Year's Day

Protected Learning Time (PLT) – half day closure from 1pm

20 January 2022

17 February 2022

9 March 2022

Vaccinations 2021/2022

With the current situation, we the nurses thought we would offer some advice on vaccinations we can do here at the surgery.

Children's Flu

If your child is aged 2/3 (born between 1 September 2017 and 31 August 2019) they are eligible for a nasal flu vaccine here at the surgery. If your child has an underlying health condition such as asthma they are also able to get their nasal vaccine here.

ALL other children at school up to Year 11 will have theirs at school; we are not able to accommodate them here.

Adult Flu

All adults over the age of 50 and those aged 18-49 with underlying health problems are entitled to a FREE flu vaccine here at the surgery. If you haven't been fortunate enough to get yours yet please contact us to book an appointment.

It's especially important this winter with the extra viruses circulating that you get vaccinated – it's important to protect those around us and our NHS!

COVID-19 – PFIZER/MODERNA boosters

It's not going away so let's get everyone boosted!

Due to the need for patients to wait for 15 minutes after vaccination we at the surgery are unable to offer any appointments here, however lots of places can!

Adults over 18 only have to wait 3 months now before having a booster, please call 119 or visit the government website to book yours.

Let's all have a happy and healthy Christmas!

Jane, Ruth, Di and Sarah
Castle Donington Surgery Nursing Team.

Suggestions

If you have any suggestions you would like us to consider, please click on the link below, which will take you to a form to complete on our practice website:

www.castledoningtonsurgery.co.uk

Coming next time

Greener practice information

Patient Participation Group Corner

This is a new link for anyone wanting to participate with ideas, suggestions and help in how we, the public, can support our surgery. We meet twice monthly, and you can follow us on our Facebook Page. If you want to raise any issue please get in touch with the Chairman, Mrs Pauline Johnson (peejay8944@gmail.com)

We will be adding information to our Facebook page soon with vaccination centres that are remaining open over the Christmas holidays.

We wish you a very Happy, Healthy Christmas and New year. Stay careful, keep your distance from others, wear a mask in shops etc and remember to wash your hands.