



Chineham Medical Practice Newsletter

Issue 12: Winter February 2021

Welcome to our Newsletter



Welcome to the February 2021 edition of the Chineham Medical Practice newsletter. If you have any suggestions on what you would like to see in the newsletter, please contact one of the receptionists or, alternatively, for more information and news please visit the surgery website at <http://www.chinehamsurgery.co.uk/>

COVID-19 Vaccination Programme

As reported on our website, the practice has been an active partner in the vaccination programme that is being delivered at the Hampshire Court Hotel seven days a week. Practices across North Hampshire are working closely together and, at the time of writing, are on target to deliver a first vaccination to everyone in the top four priority groups by mid-February, as required by the government. Over 1000 vaccinations are administered daily to North Hampshire residents. We understand patients' concerns and the frustration they feel when there is a vaccine and they can't get access to it. **Please don't contact the practice to request a vaccination: when we have stock we will contact eligible patients directly to organise these appointments.** Note, however, that over 70s or the clinically extremely vulnerable can now request a vaccination by contacting NHS England directly. See www.nhs.uk/covid-vaccination. **You will find more information about the vaccination programme on the second page of this newsletter.**

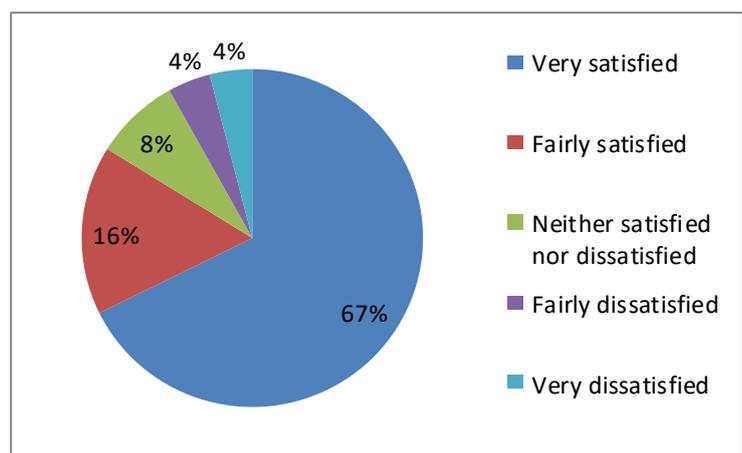
Accessing the practice

You will be aware that we have changed the ways that patients access the practice as a result of the Covid pandemic. Appointments are now booked either through telephoning reception or by completing eConsult on our website. Our receptionists have been trained to help in various ways. They may be able to signpost you to alternative sources of support outside the practice. In some cases, they will book a routine appointment with a member of the practice team depending on your specific needs. This could be a doctor, a nurse, a physiotherapist, a clinical pharmacist, a mental health specialist or a community connector (also known as a social prescriber). Most commonly, they will arrange for you to be phoned back, typically on the same day, by a GP or Advanced Nurse Practitioner. **Whenever clinically necessary, the practice will invite patients to be seen face to face.**

Using eConsult

eConsult allows you to consult with your GP from home or work by visiting the practice website—www.chinehamsurgery.co.uk. You are asked to share details of your concern and you will get a response by the end of the next working day. The form has been designed to ask the sorts of questions that your GP would ask you and it gives you more time to think about what you wish to say. eConsult also contains a wealth of self-help information about all sorts of conditions, as well as allowing you to deal with straightforward administrative requests such as prescription management, for example.

Our Patient Satisfaction with eConsult (Jan to Dec 2020)



Progress on vaccinating Chineham Medical Practice patients

As of 8th February 2021:

- The total number of our patients vaccinated is 1695 (11% of our total list)
- We have achieved 95% coverage in the 80 and over age group in total
- We have achieved 98% coverage in the over 75-79 age group in total
- We have achieved 67% coverage in the over 70-74 age + shielding groups in total

Vaccination developments

We are very pleased to confirm that all Care Home residents that wanted to have the vaccine, and are able to have it, have now been vaccinated with their first dose. All of our patients aged 80 years and over have also now been invited and the vast majority of those have been vaccinated. Anyone who has tested positive for Covid-19 within the last 4 weeks must wait to be vaccinated until after the 4 weeks have passed. We are, of course, monitoring this closely and will ensure that these patients are vaccinated as soon as timing allows.

We are now inviting those in the 70-79 age group and also those under 70 years who have medical conditions that make them clinically extremely vulnerable. Many have already attended the vaccination centre this week beginning 7th February and many more are booked to attend next week.

The second dose of vaccine will be given 11 weeks after the first dose. Those attending the clinic from now on will automatically have this second appointment booked and confirmed at the time. If you have already had your first dose, please do not be concerned; you will be contacted by telephone to confirm the date and time of your next visit. **There is no need for you to telephone the surgery to arrange your second appointment; we'll contact you.**

Vaccination of health and care workers is being coordinated through the employing organisations so if you are in this group and have any queries or concerns, please refer to your organisation for advice.

About the invitation process

As each age group becomes eligible to be invited for vaccination (following government guidelines) the practice generates a text invitation to all those patients who have a mobile phone number recorded in their medical record. This text includes an electronic link to book online at the GP vaccination service; ours is at the Hampshire Court Hotel in Chineham. Those with no mobile telephone number recorded, along with those that do not respond to the text, will be telephoned by someone at the surgery or by one of the wider team of people supporting the GP vaccination programme, ensuring that no-one misses out on the opportunity to be vaccinated. You may also receive a letter in the post inviting you to call a central number at the hotel (not your practice) to book your vaccination.

There is also a second method of invitation. Patients may also receive a letter in the post from NHS England. This letter contains details of a range of other vaccination sites in the area and beyond, along with electronic links to book an appointment at one of these. The list of vaccination sites is growing all the time as new facilities are opened up.

To summarise, there are 2 forms of invite:

- A text invite (from your practice) to the GP-led hub. You can only book at the GP hub at the Hampshire Court Hotel from this text and you cannot book at any of the alternative venues. You may also be telephoned directly inviting you to book at the Hampshire Court Hotel, or you may receive a **letter from your practice** inviting you to book there.
- A **letter from NHS England** inviting you to any of the other venues available. You can only book at the alternative venues via this letter and cannot book at the GP hub at the Hampshire Court Hotel.

We welcome the additional capacity that has been introduced, especially as we get closer to having to give the second dose of vaccine while inviting additional age groups to have their first one. There are busy times ahead so please do bear with us!

Finally, we would like to say a huge thank you to all the organisations, staff, volunteers & patients who are working together to deliver this mammoth vaccination programme.

Our Patient Participation Group

The practice works in partnership with its Patient Participation Group (PPG). This is a small group of volunteers who meet every six weeks for an hour to provide feedback and to help the practice to develop its services. In recent months, the PPG has advised the practice on the redesign of its website (this is a work in progress), the development of online consulting, the options for relocation (nothing new to report just yet), and communication around Covid and the vaccination programme. Please contact the Practice Manager, Karen Nicholls, if you would be interested in joining the PPG. We particularly welcome parents with children still at home since this is a very significant proportion of the practice population.

First Contact Physiotherapists

In our last newsletter, we introduced the work of our social prescribers, now known as community connectors. In this edition, we would like to let you know about the two First Contact Physiotherapists who work at the practice, Nicky Oldham (see picture) and Alan Goldson-Truman.

The First Contact Practitioner service is a way for Musculoskeletal (MSK) Specialists to work side-by-side with GPs in local GP practices. At Chineham these Physiotherapists assess patients with problems with their muscles, bones or joints (known as musculoskeletal care). We offer this service so that patients can see an MSK specialist as soon as possible. These clinicians are vital to support our GPs and they work in GP surgeries to offer:

1. An assessment of patients with symptoms of a musculoskeletal problem as an alternative to them seeing their GP.
2. Early advice exercises for patients who haven't had their symptoms very long.
3. An opinion on the best MSK pathway for more complex patients, who are then directed into the integrated MSK hub service in Basingstoke.



Connect to Support Hampshire

The aim of the Connect to Support website is to help you to stay independent for longer by providing you with resources to look after yourself, stay safe and connect to your local community. See www.connecttosupporthampshire.org.uk

The site also contains key information for carers on all aspects of home care and provides links to the Family Services Hub that is designed to support Under 18s.



Business as usual

The practice would like to emphasise that alongside all of the additional Covid-related work, we continue to provide our normal general practice services. Patients are encouraged to access childhood vaccinations or cancer screening services, for example, as they would normally have done. And if you are worried about your health, please don't delay in making contact with us.

Contact Us

If you need to make an appointment or speak to a doctor or nurse, please call us on **01256 479244**. You can also contact us by using the eConsult form on the home page of our website:
www.chinehamsurgery.co.uk

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