



Chineham Medical Practice Newsletter

Issue 14: October 2021

Appointments at Chineham Medical Practice

There has been lots of publicity nationally about the availability of appointments, especially face to face appointments within general practice. We appreciate the importance of this issue to patients and work extremely hard to ensure that we have sufficient capacity within our workforce to provide the best possible service. We want to reassure you that we are doing our utmost to respond to our patients' needs. In September there were:

- 1,578 face to face GP appointments and those same doctors also carried out 842 telephone consultations and responded to 577 eConsults. This represents roughly half of the total number of eConsults received, with the remainder dealt with by other members of the team
- 690 face to face nurse consultations
- 405 face to face consultations with health care assistants
- 190 consultations with our physiotherapists,
- 163 consultations with our mental health counsellor
- 63 consultations with our health and well-being coach.
- **More than 2,200 patients received a same day response from the duty team.**

This means that approximately 10% of our total patient population were able to see a doctor in person in just a single month, and a further 6% had a face to face appointment with another member of our team.

Quick Guide to Making an Appointment at Chineham Medical Practice

Routine appointments with a GP can be booked by contacting the surgery throughout the working day on 01256 479244 and speaking to our friendly, professional reception team. Appointments are available both as face to face contacts or via telephone. Equally, you can book your own appointments online using **Patient Access**. (see our website for more information).

Urgent Appointments: For an urgent medical problem that cannot wait until we have a routine bookable appointment available, patients can contact the reception team on 01256 479244. You can expect to be asked a few questions to help us signpost you to the correct clinician. Urgent medical advice will be given on the day by our team of experienced **GPs and Clinical Nurse Practitioners**.

eConsults: eConsults are a quicker, easier way for our clinical team to be able to triage and respond to your medical and non-medical issues (such as fitness notes & results). You can access the **eConsult** option by logging onto the Chineham Medical Practice website www.chinehamsurgery.co.uk and filling in the questionnaire. We aim to respond to this within 24 hours (working hours).

Appointments with Practice Nursing Team can be made by contacting the surgery on 01256 479244 and speaking to our reception team. We provide face to face appointments for care such as dressing changes, hypertension reviews, diabetic reviews and injections. Telephone appointments are also available.

Booking appointments with Clinical Pharmacists: this can be done by contacting the surgery on 01256 479244 if you have been told you require a medication review. Contact our reception team and book to speak to our friendly Pharmacists.

Midwife appointments: Our midwife is available Wednesday/Thursday all day at the surgery and you can book your ante-natal appointments by contacting the surgery on 01256 479244.

Newly Pregnant Women: who need an appointment between **8-10 weeks**, will need to contact the Booking Team at North Hampshire Hospital by visiting <https://www.badgernotes.net/SelfReferral/CareLocation/SHIP>. Their booking team will contact you once you have completed your booking form online.

In the 2021 national survey of general practice, 89% of respondents rated our practice as good or very good, compared to a national and local average of 83%.

Support for Carers

Andover Mind is able to help unpaid carers in several ways. Their Carer Support Workers provide advice, signposting and emotional support for up to 12 months. They also run weekly and monthly peer support groups. The Dementia Advice Service provides two visits to assess needs and can then offer telephone support, including help to service users along their life with dementia. You can self-refer into this service by emailing enquiries@andovermind.org.uk or telephoning 07507 968372. Further information and support for unpaid carers of family and friends can be found at: www.connecttosupporthampshire.org.uk/carers

Staying well this Winter

Please don't put off getting help if you feel unwell. Advice, support and treatment can come from a pharmacist, from the practice, or by telephoning 111.

One of the best ways that you can help yourself to stay healthy is by having your flu jab and your Covid or Covid booster jab, if you are eligible.

Some people are more at risk from cold weather. NHS advice is to maintain your room temperature at 18 degrees Celsius (or 16-20 degrees for a room with a baby). Some help is available with the costs of keeping your home warm, such as the Winter Fuel Payment, the Warm Home Discount and the Cold Weather Payment. Age UK has a free advice line - 0800 678 1602. Further information on financial support can be found at www.gov.uk/browse/benefits/low-income.

Flu vaccination programme

This year will see the largest flu vaccination programme ever as the government seeks to reduce pressures on the NHS and to keep as many people healthy as possible. In line with government advice, and to maximise convenience, patients over 65 will be offered a flu vaccination in addition to their Covid booster at Jameson House. In general, those aged 50-64 will receive their flu jab before their booster jab as there is a requirement of a six month gap from second dose to booster jab. Those eligible for a flu vaccination this year are: (a) all children aged 2 to 15 (but not 16 years or older) on 31 August 2021 (b) those aged 6 months to under 50 years in clinical risk groups (c) pregnant women (d) those aged 50 years and over (e) those in long-stay residential care homes (f) carers (g) close contacts of immunocompromised individuals and (h) frontline health & social care staff.

Useful websites and apps

Evidence-based digital treatment for insomnia: <https://go.bighealth.com/sleepio>

Online counselling & wellbeing support service for young people aged 11 - 25: www.kooth.com

Access your patient record, view your medications and book appointments: www.nhs.uk/nhsapp

Practical help and tips for the recently bereaved: <https://www.thegoodgrieftrust.org.uk>

Patient Participation Group

The Patient Participation Group works closely with the practice to improve the quality of our services and to provide feedback on the patient experience. This patient perspective is increasingly important as the practice seeks to build stronger links to our local community. We recognise that we are a part of a much wider network of organisations with similar goals. Please get in touch if you would like to be part of a genuine partnership between the practice and its patients by emailing contactus@chinehamppg.org.uk.

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.chinehamurgery.co.uk

The Chineham Medical Practice
Reading Road
Chineham
Basingstoke
RG24 8ND