



PUDDLETOWN SURGERY

AUTUMN NEWSLETTER 2020

Flu clinics

Flu clinics will run slightly differently this year as we are unable to have a large amount of people in the waiting room. Please can we ask that you follow the guidance listed below to help us to run the clinics as smoothly and safely as possible.

What to expect:

- You must wear a **face covering** or **mask** and loose clothing (**ideally short sleeves**) and please have your arm ready for vaccination.
- You must **arrive as close to your allocated time** as possible to help us maintain the flow of patients and social distancing.
- Please **attend alone** unless you are a couple both receiving vaccinations, or you need the assistance of a carer
- There will be notices and staff to guide you and reminders to keep 2m apart at all times.
- You will be guided to the exit after your vaccination and we ask that you **leave promptly** for reasons of safety.
- There is no requirement to wait after having the Flu vaccination.
- **DO NOT ATTEND** the clinic if you are unwell or develop symptoms of Covid-19.

Booking for Flu Clinics will open from: Thursday 3rd September 2020.
Please do not try to book before this date.

Please keep checking our website: www.puddletownsurgery.co.uk which will be regularly updated with further information and more details. There is more information about flu clinics at the end of this newsletter.

Thank you for your co-operation and understanding.

VOLUNTEERS

*We have been fortunate enough to have had the support of a band of volunteers during the pandemic. Volunteers have collected and delivered **890 prescriptions** over a period of 16 weeks to some of our most vulnerable patients.*

We have also had volunteers manning the front door of the surgery helping us to adhere to the social distancing rules. The time and support has made a huge difference to patients and the surgery team.

THANK YOU

GP Patient Survey

You may be aware of the recent results of the GP Patient Survey. Puddletown have been rated overall as good, unfortunately dropping 3 points from last year's score.

We will be using the results to look at where we can improve and welcome your thoughts, feedback and ideas of what we can do to make improvements.

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Social Prescribing

Kate, one of our receptionists, has taken on a newly funded role of Social Prescribing Lead for four hours each week.

Social prescribing empowers people to take more control of their own health and wellbeing by connecting people to local community groups and statutory services for practical and emotional support. Social prescribing can help to strengthen personal resilience and reduces health inequalities by addressing the wider determinants of health, such as loneliness and isolation, physical inactivity or living well with a health condition

by increasing people's connections with their local communities. It particularly works for people with long-term conditions (including support for mental health), for people who have complex social needs which affect their wellbeing.

Her role has been invaluable during the pandemic allowing us to keep in regular contact with our most vulnerable patients supporting many of them to access food and medication deliveries whilst they have been shielding. Kate also identified patients who were feeling extremely isolated and linked them up with support services.



Join our organised walks from Wednesday 30 September 2020

Walking is a normal, everyday activity. It helps us to stay healthy and gives us energy. When walking our brains release chemicals that make us feel good. Walking can help us cope with things like depression, stress and anxiety. And it is a great way to meet people.

We have teamed up with **Walking for Health** which is England's largest network of health walks with over 360 active walking schemes; there are lots in Dorset. The walks are led by friendly, trained volunteers, they are not strenuous and will take no longer than an hour and it is free to join in.

The walks will be every Wednesday from **The Blue Vinny: starting at 11am and ending at noon**. Those who wish to can then have refreshments in the pub afterwards.

What do you have to do? Please register your interest now by emailing our volunteer walk coordinator, Ruth Webb: ruthwebb@sky.com.

She will then contact you, confirming all the details. If you have any questions about the scheme, please email me:

clare.stickland@dorset.nhs.uk

Covid-19 Update

To slow down the spread of coronavirus, we have worked to reduce the number of people coming into the practice by using telephone appointments and online consultation systems like videos and eConsult (via our website) or Patient Online access.

Our message to patients is: Please do not visit the GP practice without an appointment or by prior arrangement - unless you are visiting the dispensary. Instead please phone the Practice or go to our Practice website to access eConsult or Patient Access. Patients are able to speak to a GP over the phone, or have a video consultation. If the doctor needs to see you in person then you will be given an appointment to attend the Practice.

The Doctor's phone-in times are as follows:

Monday to Friday 8.30 - 9.00am and

3.30 - 4.00pm

Saturday 8.30 - 9.00am

We are currently offering a mixture of a limited number of on the day phone call back slots alongside pre-bookable phone appointments which have been proving popular.

The staff team have worked incredibly hard during the pandemic often during very stressful and challenging times. Our patients have been very supportive and understanding, thank you.

Staff Changes

Our GP Registrar Dr Zaidi left us at the end of July to start his next placement and we welcome Dr Sarah Pillinger (right) who will be training here as a GP registrar on a part-time basis for the next year.



Sharon our Nurse Team lead has made the difficult decision to retire in December 2020. We are all extremely sad to be losing her but share her excitement when she talks about all she has planned.



We have successfully recruited a replacement, Joanne Miller (left), who will start working with us in September, one day a week, and increase her working hours in November when she officially takes the reigns as the nurse team lead. We are very much looking forward to welcoming Joanne into the team.

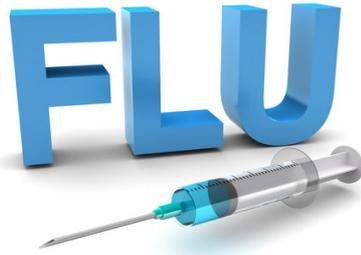
NeighbourCar were available during lock down but were not asked to undertake any journeys. Business has been picking up since the end of June and they are now regularly making journeys to Dorset County Hospital and dental practices in Dorchester. They do have an urgent need for additional drivers, particularly in the Puddletown and Tincleton areas. Please contact theresamgill@icloud.com if you are able to support.

Foodbank

We are continuing to collect for the food bank and placed the collection box just inside the sliding front doors.

Thank you

Puddletown Surgery 2020 Flu Plan



This year we have to factor in social distancing into our flu vaccination schedule and so we are introducing new systems to keep everyone safe. All patients **MUST** book an appointment slot in advance.



Children aged 2 and 3 on 31st August 2020 - will be vaccinated by the practice in a separate clinic.

Please book an appointment when these become available.

If your child is eligible to have a vaccination at school where possible they should have their vaccination at school and not at the surgery.



Home visits are available for medically housebound patients only.

We shall offer essential home visits for very frail housebound patients to have their Flu vaccinations at home.



How to book your Flu Vaccination appointment:

If you are eligible please telephone Reception on **01305 848333** any week day from **Thursday 3rd September** onwards to book your appointment.

If you are aged 50 to 64 and you do not have a long-term health condition, you will only become eligible later in the season. We will text you when further details are announced so please let us know if you have recently changed your mobile number.

Details will also be on our website: www.puddletownsurgery.co.uk

How to decline:

If you already know that you don't want a Flu vaccine this year please call to let us know. You could also email (reception@GP-J81616.nhs.uk) to decline if that is easier so that your vaccine could be offered to someone else who needs it.

This year more than ever this is very important as vaccine supplies are expected to be in extremely high demand.



Had your Flu vaccination elsewhere?

Please let us know the details of when and where you had your vaccination and we will update your medical records.

When can I book my Flu appointment?

Puddletown Surgery will start to open up appointments for booking from
Thursday 3rd September onwards.

When do the Flu Clinics start? (dates are dependent on vaccine delivery)

For the Over 65s:

- **Saturday 26th September 2020**
- **Saturday 10th October from 9.30am onwards only.**

For the Under 65s (at risk patients only):

- **Saturday 10th October 8.30am to 9.30am**
- **Friday 23rd October 4.30 to 6.00pm**
- **Friday 6th November 4.30 to 6.00pm**
- **Friday 20th November 4.30 to 6.30pm**

Frequently Asked Questions



Who is eligible for a Flu vaccination?



* Priority will be given to patients who were shielding or highly vulnerable during the pandemic, in the higher risk groups below:

- Those aged 6 months to under 65 years with at risk health conditions *
- Those aged 65 years and over regardless of health conditions (including those turning 65 by 31.03.2021) *
- Pregnant women *

Other eligible groups:

- Close contacts of immunocompromised individuals
- Carers
- Household contacts of those on the NHS Shielded Patient List
- Social care and hospice workers employed by registered residential or domiciliary care providers. The eligible group has been expanded this year to include health and social care workers employed through Direct Payment and or Personal Health Budgets, such as personal assistants, to deliver domiciliary care to patients (available at the surgery you are registered with).
- All frontline health and social care workers (Provided by their employer)
- Children aged 2 and 3 on **31st August 2020** - will be vaccinated by the practice in a separate clinic.
- All children in school years Reception to year 7 (inclusive) - **will be given at school.**

**50
YEARS
OLD**

For those aged 50-65 years: if you do not qualify in one of the eligible groups above we hope to be able to provide vaccination for you later in the autumn. We have to prioritise vaccine stock for our most vulnerable patients first.

Please ensure we have an up to date mobile number for you as details will be sent by text about availability. **Please wait to be invited before calling the surgery for an appointment.** However if you feel that you require the vaccination before you are invited, it will be available for you to access, free of charge, from other providers.

I am almost 65, am I eligible now?

As with previous years, anyone who will be 65 years old by the 31st March 2021 will be entitled to receive a flu vaccine from the 65+ supply even before they physically turn 65.

Can I have my flu vaccine when I am coming up the surgery for another medical reason?

Yes but only if you have an appointment and only if time and vaccine stocks allow on the day. If an eligible patient is already coming to the surgery for a face to face appointment with a GP, Nurse or Health Care Assistant a flu vaccine can potentially be given.