

Heywood Family Practice Newsletter

March 2020

Welcome to the Heywood Family Practice Newsletter.

This Newsletter is produced 3 times per year in March, August and December and allows us to share general Practice information and advise you of specific surgeries and clinics.

In order to ensure that all future editions of the Newsletter contain information that **you** would like to see included, please feel free to contact me with your suggestions (my contact details are shown on the back page).

In our "Focus" section this month, I have included details about the Coronavirus – CORVID-19. A full list of the services we offer can be found on page 3.

Richard Harrison
Practice Manager

Arrivals /Departures

We welcome Dr. Rory Hamilton as a partner at the Practice after spending a year and a half with us as a salaried GP. We now have 6 partners which gives us stability going forward.

Alberto Sanchez joined us recently as a clinical pharmacist. He works every Friday all day at the Practice.

No staff members have retired or left the practice since Mary Cooksley a long standing receptionist retired in June 2019. She spent many years working at the practice and has been missed. We wish her well.

Angela Livingstone has settled in well as her replacement on reception.

Ashleigh Huggins receptionist/Dispenser has been on Maternity leave and returns this month. We welcome her back. Kayleigh Kenyon was recruited to cover her maternity leave but will be staying and we are pleased to have her in the team on a permanent basis.

Continuous Improvement

As you would expect, we continually look for ways to improve our services. Feedback is an important part of this process and we welcome any suggestions that you might have. There are various ways in which feedback can be provided, such as; the Friends and Family mini surveys which can be accessed in the Practice or via our website. Our PPG also do a survey and they are planning on do another one soon.

In addition, there is also the National GP patient survey, which is issued to home addresses direct from NHS England.

There are also comments/suggestions slips in the entrance of the practice.

Alternatively, I am always happy to receive direct feedback about any aspect of the Practice, either verbally or in writing (including via e-mail).

Focus on Coronavirus – CORVID-19

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus.

What's the risk of coronavirus in the UK

The UK Chief Medical Officers have raised the risk to the public from low to moderate. Health professionals are working to contact anyone who has been in close contact with people who have coronavirus.

What's the risk of coronavirus for travellers?

There are some countries and areas where there's a higher chance of coming into contact with someone with coronavirus.

See www.nhs.uk for up to date advice

Symptoms of coronavirus

The symptoms of coronavirus are:

- a cough
- a high temperature
- shortness of breath

But these symptoms do not necessarily mean you have the illness. The symptoms are similar to other illnesses that are much more common, such as cold and flu.

How coronavirus is spread

Because it's a new illness, we do not know exactly how coronavirus spreads from person to person.

Similar viruses are spread in cough droplets.

It's very unlikely it can be spread through things like packages or food. Viruses like coronavirus cannot live outside the body for very long.

Do I need to avoid public places?

Most people can continue to go to work, school and other public places.

You only need to stay away from public places (self-isolate) if advised to by the 111 online coronavirus service or a medical professional.

How to avoid catching or spreading germs

There are things you can do to help stop viruses like coronavirus spreading.

Do

- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately
- wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available
- try to avoid close contact with people who are unwell
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Don't

- do not touch your eyes, nose or mouth if your hands are not clean

Check if you need medical help

NHS 111 has an online coronavirus service that can tell you if you need medical help and advise you what to do.

Use this service if:

- you think you might have coronavirus
- you've recently been to a country or area with a high risk of coronavirus – see www.nhs.uk
- you've been in close contact with someone with coronavirus

Use the 111 coronavirus service.

Information:

Do not go to a GP surgery, pharmacy or hospital. Call [111](tel:111) if you need to speak to someone.

Services we offer:

Asthma Clinic

Asthma patients are reviewed regularly by an Asthma Nurse but patients may contact her directly at the Surgery if they have a problem.

Blood Testing Clinic

These clinics are held each day Monday to Thursday between 9.00am and 11.00am. Most blood tests must be carried out in the morning.

Chaperones Available

If you would like a chaperone present during your consultation, then please advise the receptionist when booking your appointment or when checking in.

Child Health Immunisations

Infant development is monitored by Health Visitors and the Doctors. Children's immunisation sessions are held at the Surgery every Tuesday between 1.30pm and 2.00pm.

Chronic Heart Disease Clinic

Annual checks are carried out by our Coronary Heart Disease Nurse, for all patients with a past history of heart disease.

Contraception

You can see your doctor during surgery hours for a full confidential service. We offer a full service including fitting coils and implants

Counselling

Referrals are made by our doctor to see the counsellor who holds sessions in the surgery. These sessions are to help resolve stress and anxiety symptoms.

Diabetes Clinic

Diabetic patients are reviewed regularly by the Diabetes Nurse; patients may contact her directly at the Surgery

Family Planning

You can see your Doctor during Surgery hours for a full confidential service

Health Promotion Clinics

Support to stop smoking
Heart & Stroke Prevention
Support with Weight reduction
Hypertension
New Patient Checks

NHS Health Checks (if over 45)
Carers Checks

Maternity Care

Please make arrangements to be seen early in pregnancy. Antenatal clinics are held by the Community Midwife here at the Surgery every Wednesday.

Minor Surgery

Minor Surgery appointments can be made after discussion with your Doctor and must be pre-arranged.

Travel Advice

Please read the document [Advice for travellers](#) available on our website or from reception (as soon as you know your date of travel). We strongly advise you to check your requirements at least 3 months before you travel. Please note if you need any of the vaccinations which are provided on the NHS (in bold in the document) please make an appointment with the practice nurses bringing with you a printout of the relevant Fit For Travel information.

Contacting the Surgery:

Surgery phone lines are open Monday to Friday from 8am to 6.30pm

Reception/Appointments – 01275 372105

Available Monday to Friday between 8am – 6.30pm

This is the main Surgery line and is extremely busy between 8am and 11am, particularly on a Monday or the day after a Bank Holiday. Therefore, unless you are calling for an urgent, same day appointment or a home visit, please avoid these times if you can.

Results – 01275 377982 – Available Monday to Friday from 10am – 3pm only

If you call outside of these times or where a Results Co-ordinator is not available to take your call, please leave a message and we will respond within one working day.

Practice Secretaries – 01275 377980

Practice Manager – Richard Harrison – 01275 377988

Out of Hours – 111 – When the Surgery is closed please call this number for urgent medical attention.

Other Useful Numbers

- Community Nurses	01275 547532
- Bristol Royal Infirmary	0117 9230000
- Southmead Hospital	0117 9505050
- Bristol Royal Hospital for Children	0117 9276998
- Clevedon Hospital Outpatients	01275 872212
- Clevedon Hospital X-ray Dept.	01275 342571

And finally.....

- Please remember to let us know if you have changed your telephone number or any other contact details.
- We are now offering carer's checks. Please contact Wendy Middlestorb via the main practice number or see our website for more information.
- Some extended hours appointments/telephone appointments are available before 8am and after 6.30pm. See our website or call reception for more information