



Staines Health Group Newsletter



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Welcome to the 17th edition of “SHG News”.

Welcome to the Autumn edition of the Staines Health Group newsletter. I hope that the information is useful. If you have any suggestions or information that you would like to see included in the newsletter please contact us via our website.

Well what a year! Covid 19 has certainly disrupted all our lives, but despite this we have been trying to look after all our patients.

Due to restrictions such as shielding it has been difficult to bring everyone in for their chronic disease reviews . We have done a lot of these checks remotely, and where needed we have brought patients in for face to face review (eg blood tests). It is imperative that we keep on top of the management of our patients with diabetes, COPD, asthma, previous strokes or heart attacks amongst other conditions. We have and will continue to send reminders for these reviews so if you receive a reminder please contact reception. Please be assured that we are “Covid secure” and that our top priority is ensuring the safety of our patients and staff whilst in our building.

Another area that is really important is cervical screening. We cannot stress enough how important it is to attend for your smear when invited. Again please be assured we will make sure you are safe, so please do not let Covid put you off attending for this vital cancer screening test.

Public Health England

NHS

Cervical screening can stop cancer before it starts

Don't ignore your cervical screening invite. If you missed your last cervical screening, **book an appointment with your GP practice now.**

Remember to book cervical screening!

CERVICAL SCREENING SAVES LIVES

CS9/19/17



Immunisations

Childhood immunisations continue to be offered, so please ensure these are booked when you receive the reminder for your child.

How to access medical assistance/advice

If you require an appointment or wish to speak with a GP please contact the practice or for non-urgent queries you can complete the '[Get Help for any Health Problem](#)' form on our website. Reception will then book you a telephone triage appointment with a GP.

If after your telephone triage consultation the GP feels that they need to see you face to face they will then make you an appointment to come into the surgery. This is as per the guidance by NHS England who recommend that all GP appointments are triaged first in order to minimise the risk to both patients and staff.

We would like to assure you that if a GP feels that a face to face appointment is required they will ask you to come in but please note that our reception team are unable to book any face to face appointments with a doctor, they can only be booked by a GP.

If you have symptoms of covid and require testing, we are unable to offer this. This must be arranged by ringing 119 or via the government website <https://www.gov.uk/get-coronavirus-test>

You must self isolate according to the guidelines, but if you are unwell and require medical advice please call the surgery or ring 111 out of hours. Please DO NOT ATTEND the surgery in this circumstance.

Website

We have a brand new interactive website that allows you to:

- Ask the practice a question
- Order repeat medication
- Ask a nurse a question
- Ask a doctor a question
- Update your contact details
- Self-refer to a number of different local services including Stop Smoking and Talking Therapies.
- Register for our Patient Participation Group
- Register a Carer

<https://staineshealthgroup.nhs.uk/>

Attending the surgery

For the time being we respectfully ask that you do not attend the surgery unless it is for a face to face appointment. All enquires should be made by via our website or telephone.

If you are coming for a face to face appointment then please wear a mask (if you are able to do so) and adhere to social distancing while moving around the building. Please do not attend if you have a

- Fever
- Continuous cough
- A change /loss in taste or smell.

Unless you need a carer, or if the appointment is for a child, please attend your appointment alone.

Local Pharmacy	Locations and opening hours available at https://beta.nhs.uk/find-a-pharmacy/	Advice and over the counter medication for common self-limiting illnesses such as cough/colds/sunburn/hay fever/warts & verruca's
NHS 111 telephone or online service	Available 24/7 Call 111 Online at 111.nhs.uk	NHS 111 can help if you have an urgent medical problem and you're not sure what to do or where to seek help.
LIVI App	Download the LIVI app via the app store or google play and sign up. The app is available on mobile and tablet. Free for patients registered at Staines Health Group	You can book an appointment to see a GP in minutes, or up to 7 days ahead. A GP will video call you in the app to start your appointment. GPs in LIVI can offer in-depth medical advice, including prescriptions and referral to a specialist, if necessary. Once you have completed the online consent the GP will be able to access your full medical records
Routine or Urgent telephone appointments with Staines Health Group	Appointments available via telephone on 01784 461712	Opening hours Monday – Friday 08.00 – 18.00 (telephones open until 18.30)
Walk in Centre Ashford	01784 884 000 Based at Ashford Hospital	Open every day 8am – 8pm Nurse-led Walk-in service for minor illness or minor injuries (X-ray facilities available) Not suitable for under 2 years and pregnancy related illness

How the Practice may contact you

The practice may contact you from time to time via text message. This may be used for:

- Appointment reminders
- Health monitoring invites
- Important surgery updates (e.g. if we are experiencing any technical difficulties).
- COVID updates

Please do not reply to these messages unless you have been asked to do so as the inbox is not routinely monitored.

As we are increasingly using text messaging as a way to communicate with our patients please ensure that your contact details are up to date. You can update your contact details via our website by using the following form:

[Change of Personal Details](#)

Staff News

Since the last newsletter we have had a few staff changes.

Deborah Bates has joined us as a Health Care Assistant and is able to support our nurses by doing blood tests, ECGs, health checks and dressings.

Dr Cynthia Vijaykumar is currently with us as she completes her GP specialty training. We also have Dr Humzah Baig who is a hospital doctor undergoing a rotation in general practice.

Dr Gulfraz is currently on maternity leave, so Dr Malpreet Lidder has joined our team to look after Dr Gulfraz's patients.

Seasonal Flu Vaccinations

We have already administered over 2000 flu vaccines this year but we still have a few remaining. If you are aged 65 and over or have a chronic condition that makes you eligible for the flu vaccine, such as diabetes, then please contact the practice as soon as possible to book your appointment.

We have not as yet received any further guidance around the vaccination of patients aged between 50-64 who are not in an at risk group. If NHS England approve the extension of the flu vaccination programme to include this age group then we will update our website and Facebook page accordingly and contact the relevant patients.

Patient Participation Group

If you would like to be part of our Patient Participation Group then please follow the link and complete the relevant form on our website:

[Patient Participation Group Registration Form](#)

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