

Heartwood Medical Practice

Summer Newsletter

Dear Patients



Firstly we would like to thank you on behalf of the practice and the wider National Health Service (NHS) for your help and support during this extremely challenging time. As a community we have heard examples of some of you going above and beyond in your help of your more vulnerable neighbours. We have heard amazing stories of the support that some of you have given to our most vulnerable 'shielded' patients. And we have also seen the unbelievable patience you have had in waiting for us to contact you back and accepting that we are just not able to see you in the way we would have previously or indeed in the way we would like too. So thank you.

But now we need to try to work together to move forward. It is unlikely that life will return to normal for some time so we need to find new and innovative ways for us to meet your health care needs. During the past few months many of you have got used to emailing us or sending pictures for us to look at of rashes, lumps etc. We have also been triaging via video consultations when possible. These new ways of working need to take place as we are still not able to open the doors to see you as normal. We simply need to continue socially distancing ourselves from each other in order to stop infection rates from increasing again. We will be continuing to triage all appointment requests as a first option and we cannot see this changing anytime soon. Sometimes it may be that you just need advice or signposting to relevant self-care information. We have been asking patients for email addresses to enable us to carry out virtual consultations via Accurex. We do however appreciate that some people may not have the access or ability to use email and we are always happy to receive phone calls as needed.

We do need to hear from you if you are unwell and need help. Unfortunately due to the fear of being possibly sent into hospital many patients nationally are hiding more serious problems. If you are experiencing significant health problems such as unexplained bleeding, chest pain, increased shortness of breath, unexplained weight loss, have found a new lump etc. then please speak to us about it. We want to catch worrisome symptoms early so we can address them and hopefully find a solution whilst keeping you safe from potential coronavirus exposure. Our nursing team are now managing some chronic diseases so we are calling some people in for reviews such as those with poorly controlled diabetes. Wherever possible we will try to deal with these reviews virtually but we do need to do blood monitoring for many reviews prior to this. If you are seen at the surgery our clinical team are wearing full protective protection, as this is now routine for all face to face consultations. If you have not been in contact with anyone with known coronavirus and are symptom free you will be let in through the main surgery door as usual. You will be seen in what is designated the green area of the

building. If you are very vulnerable and in the shielded group you will be asked to book an appointment at the recently closed Overseal Surgery, as we are using this as a “safe hub”, away from everyone else, which is only used to see shielded patients.

We have been asked to try to ensure women are still coming in for their cervical screening when invited in (especially those who have had previous abnormalities). We also need to ensure children are still being brought in for their routine vaccinations. Other infections are not going away either and your child may be more susceptible to complications if they do not have these as normal. We have re-started contraceptive services so can now restart giving depo provera injections and implant management. We have also resumed giving vitamin B12 and testosterone injections. We are, however, still unable to do ear syringing but will inform you when we can resume these services, we are currently adding patients to a waiting list.

The coronavirus epidemic brought in new ways of working and put a greater emphasis on digital consultations, and with this in mind we wish to bring to your attention the alternative ways in which you can contact the practice for any routine health issues you may have:-

➤ **Airmid –App – links to our clinical System**

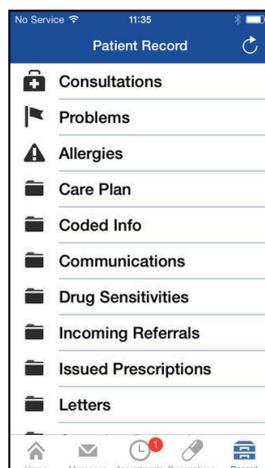
The Airmid app is all you need to manage your medication, appointments and medical record. There is no need to contact the surgery to use Airmid, if you already use SystmOnline you can use the same user name and password you already have. New users can follow the NHS Log in self- registration service.

To register go to either:

- Apple – App Store or
- Android- Google play

➤ **NHS SystmOnline**

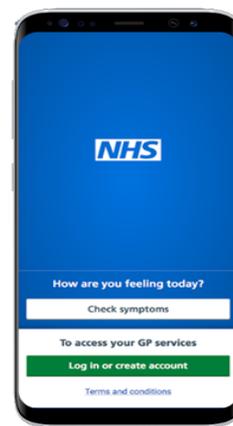
Currently 38.9% of our patients are registered for online services. We recommend this for ease of ordering prescriptions and when allowed to resume, make appointments online.



➤ NHS App & Patients Know Best

The NHS app is the official public facing app to access existing patient online services with a new symptom checker, as well as enabling patients to set organ donation and Data Opt Out preferences. For further information please follow the links below:-

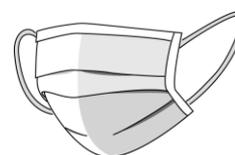
<https://systmonline.tpp-uk.com/help/help.html>



Face Covering:

If you have been invited to attend the practice by one of our clinical team:

- You must wear a face covering that covers your nose and mouth
- Please don't wear gloves
- If possible please attend your appointment alone, both carers and parents of children can attend but will be screened.
- Patients will be seated 2m apart in our waiting area; arrows are for guidance on the floor for direction to reception.
- Hand sanitisers are available and should be used by all patients visiting the practice.



Weight gain during lockdown

Many of us have gained weight over the past few months and during lockdown as both gyms and swimming pools have been closed. We would like to remind you of the fantastic countryside we have around us with many walking, cycling and running trails which cover a vast area of both Derbyshire and Leicestershire. Keeping active by taking regular exercise can really improve both physical and mental health, and also reduce the risk of developing major illnesses such as heart disease, stroke and diabetes. However most of all physical exercise can really improve your quality of life, it is so easy to go a walk but keep to the social distancing rules and even just saying hello to other people can make you feel better!



The Government have now announced a new obesity strategy to get the nation fit and healthy, which will also protect you against Covid19 whilst also protecting the NHS.

The aim is:

- To ban TV and online adverts for food high in fat, sugar and salt before 9pm
- End deals of "buy one get one free" on unhealthy foods
- Calories to be displayed on all menu's when eating out
- A new campaign to help people lose weight, get active and eat better

Start your journey to better health

Download the free NHS weight loss plan to help you start healthier eating habits, be more active and start losing weight. The plan is broken down into 12 weeks so you can:

- Set weight loss goals
- Use the BMI calculator to customise your plan
- Plan meals and make healthier food choices
- Get more active and burn more calories
- Record your activity and progress



And don't worry! The app makes it easy for you, just take one week at a time – and why not make the “one day” today?

Link: <https://apps.apple.com/gb/app/id1519208548>

Link: <https://play.google.com/store/apps/details?id=com.nhs.weightloss>

Did you know small changes like swapping sugary drinks for water or stopping adding sugar to your tea can make a big difference in the long term?

Flu 2020

We are currently looking at our flu clinics for 2020, as you may have seen recently on the news; the campaign will be increased this year to include all patients between the ages of 50 and 64. We are hoping to hold some weekend flu clinics to enable us to vaccinate large numbers, whilst also complying with social distancing. We should be contacting patients towards the end of August with updated information on deliveries and flu clinics, which will extend over several months.