



HAWTHORN MEDICAL PRACTICE

PATIENT NEWSLETTER

HANDS, FACE, SPACE - STAY SAFE

AUTUMN 2020

This newsletter is produced to inform our patients of relevant health matters, provide guidance and information we have been asked to circulate by the CCG (Clinical Commissioning Group), Healthwatch, PHE (Public Health England) and other organisations. We use information in good faith and cannot be held accountable for any incorrect content.

As a Practice we have a duty to reach and inform all our patient population groups and therefore the content may be relevant to young people, families, vulnerable groups and our mature patients.

DIFFICULT TIMES AHEAD

As with many others countries in Europe and beyond, our country remains in a precarious state with ongoing and significant levels of infection as restrictions are being eased or further lockdowns are implemented. The global pandemic is continuing and will not be over for a significant length of time and we must continue with our fight to protect ourselves and each other.

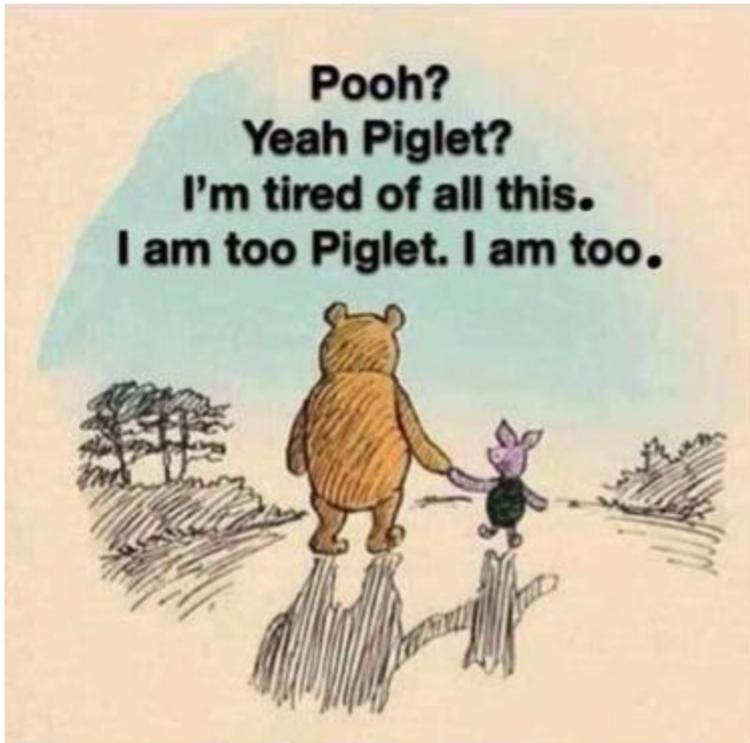
Each day presents new challenges, appointments can take significantly longer than before coronavirus because of time taken to put on or take off PPE, time spent cleaning between patients, time taken to set up photos or video chat with patients, relatives or their carers, time taken to email documents and paperwork through to patients, time spent dealing with complex cases remotely.

We are all working very differently, our staff are working in an extremely difficult and challenging environment but our commitment to our patients has never wavered.

We ask, above everything else, that you try to understand the difficulties we face, be polite and respectful to our staff and remember we are in this together to beat this virus and return all our lives to some form of normality.

ELECTRONIC PRESCRIPTION SERVICE

When you order your prescriptions, they will be sent direct to the Chemist/Pharmacy of your choice. Before coming to the Surgery to check if your prescription is available, please contact your Chemist/Pharmacy in the first instance. This will save you time and prevent unnecessary queues at Reception. Please allow time for your prescription to be issued by the GP.



LIFE IS LIKE A CAKE

Sometimes, even when all the ingredients have been carefully measured and the cake is baked at the correct temperature, it doesn't turn out quite like we expect it to. Do we throw it away? Start all over again? Or just give up?

What a waste that would be! We have two choices – make it into something else that we can enjoy or think where we might have gone wrong and vow not to make the same mistake again.

Just like life itself.

Sexual health for teens

Sexual health is often something that teenagers find difficult to talk about with their parents or a trusted adult. Sexual health is both physical and mental. The NHS provides help and support with both. If you're worried about something to do with your sexual health but are too scared to talk to someone you know about it, there are other options. You should never feel embarrassed to discuss your health with someone. To find out more information about sexual health and where you can go for advice, you can use the 'Health for Teens' website (NHS): <https://www.healthforteens.co.uk/sexual-health/>

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High cholesterol

Are you concerned that you might have high cholesterol? Do you know the effects that high cholesterol can have on your body? High cholesterol can significantly increase your likeliness to develop a serious condition such as heart disease. It can also cause decreased blood flow to the entire body due to fatty deposits in the arteries. There are lifestyle factors that contribute to high cholesterol and you can influence these. Even if you don't have high cholesterol, there are some brilliant tips on healthy living to help reduce your risks. <https://www.nhs.uk/conditions/high-cholesterol/how-to-lower-your-cholesterol/>

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Effective hand washing and using hand sanitiser when visiting supermarkets and shops is an important process in the protection against coronavirus – if it's available, use it!



HELP US TO HELP YOU



We appreciate that not everyone has technological know-how or even has access to a computer/laptop but most things can be done via your smart phone and here are two ways that can really help us all in the current situation:-

E-consult

E-consult will let you request treatment, sick notes, GP letters and recent test results without having to visit the surgery or ring to ask for an appointment.

Fill out a quick on-line form and we'll get back to you by the end of the next working day.

Find out more about this and other digital services by visiting:

<https://www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-and-video-consultations/>

Need a prescription? Have you signed up for SystemOnline?

SystemOnline is available 24 hours a day, 7 days a week so ordering your prescription can be done from the comfort of your armchair – no queuing, no holding on the telephone line!

Simply complete the on-line application on our website and your log-in details will be sent to you.

Alternatively, if you use a local Chemist you can take your repeat slip into them and they will bring it to the Surgery for you.

The situation for visiting the Surgery has not changed

Covid-19 is still with us and the number of cases are rising again, so we are doing everything we can to keep the Surgery a safe place to attend should the Clinician need to see you. Patients should still only visit the Surgery if they have been advised to do so by the Practice, this includes for reasons such as ordering a prescription or making an appointment.

www.hawthornmedical.gpsurgery.net

NHS APP – FREE TO DOWNLOAD!

The new, simple and secure way to access NHS services from your smartphone, tablet, laptop or computer. Access available anytime, anywhere!

Use the NHS App to: check your symptoms, find out what to do when you need help urgently, book and manage appointments at your GP surgery, order repeat prescriptions, and view your GP medical record securely. Don't delay, download today!



2020 FLU VACCINATIONS



Owing to Covid-19 and the need to keep patients safe and socially distanced, our Flu Clinics will run differently this year.

Please read the following information very carefully

ALL ELIGIBLE PATIENTS WILL BE SENT A LETTER INVITING THEM TO ATTEND A FLU APPOINTMENT

The most clinically vulnerable patients will be sent an invitation letter first.

The letter will provide your dedicated DATE and TIME slot

There will be clear instructions as to what you should expect when you attend and what is expected of you.

There will also be clear instructions as to what you should do if you cannot attend your allocated date and time slot.

Clinics will be held on a Saturday morning

IT IS VERY IMPORTANT PATIENTS AWAIT RECEIPT OF THEIR LETTER

For patient safety we must limit the number of patients attending, therefore we WILL NOT be carrying out ad-hoc vaccinations. Please do not attend any flu vaccination clinic unless you have been invited to attend specifically.

PLEASE BE PATIENT

All eligible patients WILL receive an invitation to attend a flu clinic. Letters of invitation are being sent out in batches so please do not worry if you do not receive one immediately.

We respectfully ask you not to contact the Practice to chase up your letter since our Receptionists will not be able to provide information as to when you will receive your letter. Additional and unnecessary calls puts pressure on our telephone system and may prevent a medical emergency from being dealt with.

Thank you for your understanding.

*We don't develop courage by being happy every day.
We develop it by surviving difficult times and challenging adversity."*

– Barbara De Angelis, Lecturer & Author