

# RUSH HILL & WESTON SURGERY



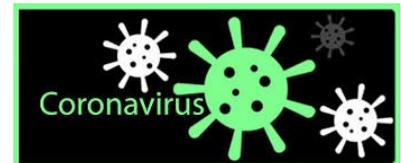
## PATIENT NEWSLETTER JUNE 2020

### IN THIS ISSUE

- > Update
- > Access to the Practice
- > Making Appointments
- > Attending the surgery
- > Shielded Patients
- > Prescription Requests
- > Routine Referrals
- > Video Consultations
- > Appointments for Shielded Patients
- > Re-starting Services
- > Welcome to new staff
- > Minerva Primary Care Network
- > Introducing our Social Prescriber & Pharmacy Team
- > COVID-19 research project
- > Mobile Phone Numbers
- > Patient Participation Group

### UPDATE ON ACCESS TO THE PRACTICE DURING THE CORONAVIRUS PANDEMIC

Thank you very much to our patients for your support and understanding in these very challenging times.



Over the last few months, like many of us, we have needed to rapidly change the way in which we work.

We remain open to care for our patients, yet the manner in which we now care and treat for our patients, has needed to change to take into account the guidance regarding the pandemic environment in which we now operate.

This newsletter outlines some of the different ways in which we are working, and some of the services that we are now able to re-start.

### ACCESS TO THE PRACTICE

In light of the pandemic situation, whilst we are open, to aid social distancing and infection control, our front doors are locked.

So we would ask that before visiting the surgery, you please call first. We will try to help you over the phone, and if we need you to attend the practice, we will advise you on how to do this.

If you drop a paper prescription request or another document to the practice, we ask that you put this through the letter-box.

For Rush Hill, the letter-box is on the side of the building, accessed along the side path that leads to the car park.

At Weston Surgery, the letter-box is on the main side door.

## Making Appointments

We continue to triage all calls for appointments, and in many cases you will be given a telephone or video consultation.

A link to a video consultation will be sent to your mobile phone, where you can have a 2 way conversation with a GP or Nurse.

## Prescription Requests

The easiest way of requesting regular repeat medications is via our website and the Systmonline portal.



[www.rushhillandwestonsurgery.co.uk](http://www.rushhillandwestonsurgery.co.uk)

The on-line portal is available 24/7 - 7 days a week, so offers you the most flexibility when you request repeat medication.



Please phone reception to ask for more details.

For all prescriptions, we would ask that you nominate a pharmacy that we can send your prescription to. Thank you.

## Routine Care within Secondary Care

There remain significant restraints on routine care for RUH in order for them to maintain safety and social distancing, so if you are referred in to secondary care, it is likely that the wait to be seen will be longer than usual.

## Attending for Face to Face appointments

If we need to see you face to face, we ask you to follow this guidance:

When you arrive at the practice, please phone to say you have arrived.

**If you are arriving by car, please stay in your car until you are called in. When you walk to the entrance, please ensure you observe the 2m social distancing rules.**

**If you are arriving on foot, please phone to say you have arrived, and queue outside of the practice, ensuring you observe the 2m social distancing rules.**

When you have advised us that you have arrived, the clinician you are seeing will call you and advise you which door to come to at the practices. The clinician will let you in and escort you to the consulting room.

### When you attend the practice, we ask that you:

- ⇒ Bring your own face covering and wear this when you are attending the surgery.
- ⇒ Observe and follow social distancing.
- ⇒ Wash your hands before coming to the surgery
- ⇒ When you enter the building, we ask that you please use the alcohol gel at the entrance to cleanse your hands.
- ⇒ Observe and follow any markers directing you on your route through the building.

Thank you.

## Video Consultations

We are now offering video consultations via your smart phone, where this is appropriate. In the practice, we are using a system called Accrx, a NHS Digital approved supplier.

Using Accrx, we send a link to your mobile phone to join a video consultation with one of the practice team.

The link below shows you a video to demonstrate using the video consultation from the patients end: <https://www.youtube.com/watch?v=DI2rvhcAalw>



## Restarting Some Services

At the initial outbreak of COVID 19, we were required to cease or postpone some activities. We are now able to re-commence the following:

**Cervical smears**- if you received an invitation letter in last 6 months you can now come in for an appointment – please call the surgery to book an appointment with the nurse.

**B12 Injections** - please book an appointment for when your next routine injection slot would be. We are aware that some patients will have missed a B12 injection during the lock down and the advice is that you attend when your next routine injection would be due (after the missed one).

## Appointments for patients who are 'Shielding'

In light of recent government advice, some shielded patients who need to be seen for face to face care can now be seen at the practice with the appropriate personal protective equipment and social distancing in place.

All requests for appointments continue to be triaged, so we will be able to assess whether a face to face appointment is appropriate.

## Welcome to new team members

At Weston Surgery, we are delighted to welcome Joanna and Lesley to the Reception team.

We are also delighted to welcome Laura Hill as our new Specialist Paramedic to the team.

Laura will work at both Rush Hill and Weston Surgery sites. Laura is a very experienced paramedic, who has additional enhanced training in primary care health. Alongside her role at the practice, Laura is also part of the BANES wide paramedic home visiting team. Laura runs clinics at the surgery for acute illness as well as carrying out some home visits.

## Minerva Primary Care Network



The practice is a member of Minerva Primary Care Network,(PCN) Minerva Primary Care Network,(PCN) consisting of:

| Combe Down Surgery | Grosvenor Place Surgery | Newbridge Surgery | Rush Hill & Weston Surgery | St Michaels Partnership |

We are delighted to welcome several new team members to the network that are working across all 5 practices.

## MINERVA PHARMACY TEAM

We are delighted to welcome Billy Chan and Briony Forbes to the Minerva Pharmacy Team. Billy and Briony join Claire James, who has been working as the Minerva PCN Pharmacist for the past 2 years.

Clare and Billy are both Pharmacists, and Briony is a Pharmacy Technician, with Clare as the team lead.

Patients are likely to deal with the pharmacy team regarding their medication - to deal with requests for medication that need authorisation before issuing a prescription, any medication changes after a stay in hospital or to resolve problems with medication that is out of stock.

You may also be invited for medication review with a pharmacist to discuss your medication; this is an opportunity to check your medications are the best ones for you to and to make changes if needed. The Pharmacy Team can also help communicate with your community pharmacy as needed for supplies.

**Clare James**



**Billy Chan**



**Briony Forbes**



## MINERVA SOCIAL PRESCRIBING



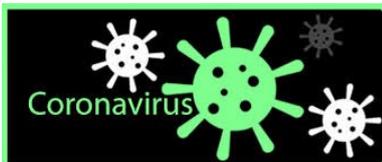
I am Rachel Dawson, the new Social Prescribing Link Worker here at Minerva PCN. I come to this role having previously worked in the MyScript social prescribing service for Developing Health & Independence.

I will be taking referrals from July 2020. I welcome the opportunity to work with patients on any non-medical concerns that may be affecting their health & wellbeing. My one-to-one appointments with patients will focus on what matters to individuals— identifying their strengths, and those areas they wish to change.

I will work short-term with patients, usually over a 3 month period, using motivational interviewing to co-create a Wellbeing Plan with personalised resources. These resources draw upon community groups and services, and give patients the tools to make positive changes to increase wellbeing. I welcome referrals and look forward to working as part of the team at Minerva to develop the wellbeing and resilience of patients.

I love learning what motivates people to make changes and having been a teacher locally, its great to now be working in this area to help people take action to improve their wellbeing.

## FINALLY ... .



### COVID RESEARCH PROJECT

You may be interested in helping with a research project that has been developed by health science company ZOE and it is endorsed by the Welsh Government, NHS Wales, the Scottish Government and NHS Scotland to help better understand COVID 19. By taking part in the project you are helping the NHS and contributing to advance vital research on COVID-19. For more information, please refer to: <https://covid.joinzoe.com/>

### DO WE HAVE YOUR UP TO DATE MOBILE PHONE NUMBER?

Please ensure we have your up to date mobile phone number.



If you have been receiving sms text from the practice, then we have your up to date number. Please let us know if not.

## PATIENT PARTICIPATION GROUP

If you would like to be involved in the practice Patient Participation Group, please let a member of the Reception team know, or drop us an email to:

BSCCG.rushhillreception@nhs.net