



ST MELOR HOUSE SURGERY NEWSLETTER

AUTUMN 2020

Dear Patients.....

Firstly we would like to thank you for your support over the last 6 months and we hope you will continue to support us over the coming months while we continue to manage with the ever changing demands Covid 19 is placing on the way we work and services we offer patients.

A few things have changed since the beginning of the year. Most notably, the removal of routine face to face appointments with GP's. These have been replaced with routine telephone appointments with the GP's which are able to be booked about 6 weeks in advance. These are not currently available to be booked online. Although you may feel you need to be seen by a GP the reception team is unable to bypass a routine telephone consultation first.

These measures have been put in place to reduce the footfall to the surgery which in turn protects our staff here. Our staff have been here working hard during the lockdown period and continue to work extremely hard with all our fingers crossed that we don't have the predicted second wave!! We have to keep all of our staff safe and protected to enable the surgery to continue to function and provide services. We do not want to expose staff to unnecessary infections. This would mean closure of the surgery and we do NOT want that to happen.

It is essential therefore that ALL patients if attending the surgery for an appointment wear a mask or some sort of face protection.

Our triage service is still running as normal. Please remember the triage service is to be used for acute medical problems. Not something which has been ongoing for weeks or months or be used to try and get a face to face appointment with a GP quicker than the way described above!!

During the pandemic, hospital's stopped accepting routine referrals. We continued to send the routine referrals as advised, but they were not being dealt with. The hospital(s) are now working their way through all of the referrals and appointments are being made. But there is a large backlog and waiting times for ALL departments are long, so please be patient.

An appointment will be sent to you. If you have any queries, then you can contact the referrals centre by calling 01980 840284 – please make sure you have your NHS number handy. We are unable to contact the hospital or referral centre on your behalf because as you can appreciate this would take up a lot of our time.



We have seen quite a few changes in Staff over the last 6 months.

Firstly Doctor Eastman retired in March right at the start of the pandemic. Very sad for all of us here at the surgery but for him it has been a very exciting time!

Ali, our HCA was the next to move on to pastures new quickly followed by Rachel one of our Practice Nurses, Zoe our senior Nurse and Jo our longest member of the administration team of 22 years!!

In their places we have recruited Dr Tim Holt who started with us in January, Emily Chalk who is our Lead Practice Nurse, Zoey who is our new Healthcare Assistant, Jayne our new secretary and finally Sam who is our new Practice Nurse and will be doing a mixture of treatment room clinics and working alongside Helen our Advanced Nurse Practitioner with the Triage a few days a week.



Prescriptions.

There are many ways to order prescriptions from us. You can drop off your repeat slip to the surgery, either through the external letterbox or in the box on the side in reception.

Alternatively, via the three ways using the internet. Our website can direct you to two of these ways, www.stmelorhousesurgery.co.uk. Follow the blue boxes for prescriptions and you can then choose to use a free text generically populated form to fill in or use your SystemOnline username and password. To obtain a username and password please come to

reception with photographic ID and reception can issue these details to you. Finally you can send us an email to prescriptions.stmelor@nhs.net

We DO NOT accept medication requests over the phone if you call for this reception will not be able to help you and you will be asked to use one of the methods above.



Flu Vaccines

It is indeed that time of year again where we are vaccinating against flu. As with everything else our clinics are running differently to previous years.

We are holding walk through clinics – no sitting down this year I'm afraid!!

So far we have held 2 fully booked over 65's clinics, one in September and again in October. We have held a clinic on Saturday 17th October for those patients who are aged 18-64 and fall into the eligibility criteria.

The flu vaccine is offered free on the NHS to anyone with a serious long-term health condition, including:

- respiratory conditions, such as asthma (needing steroid inhaler or tablets), chronic obstructive pulmonary disease (COPD), including emphysema and bronchitis
- diabetes
- heart conditions, such as coronary heart disease or heart failure
- being very overweight – a body mass index (BMI) of 40 or above
- chronic kidney disease
- liver disease, such as hepatitis
- neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy
- a learning disability
- problems with your spleen, for example, sickle cell disease, or if you have had your spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS, or taking medicines such as steroid tablets or chemotherapy

