

**PATIENT
NEWSLETTER
Winter 2020
First edition**



Welcome to the first edition of Adur Health Partnership patient newsletter. We will be sending quarterly newsletters to patients. We hope that you find these interesting and informative.

As 2020 comes to a close we want to thank our patients for their understanding, support and kind words during this year. It has been a difficult year for everyone and we want to thank you all for adapting to the changes with us.

We also want to take this opportunity to thank all our staff who have worked extremely hard to ensure we continued to provide a good health service to our patients. Our staff have worked throughout the pandemic and have adapted really well to the new ways of working. Not only have we had the pandemic to deal with we have also been going through the practice merger and a more enhanced flu vaccination season.

2021 will continue to test us with the new covid vaccination. Further details on this can be found in the newsletter.

Thank you.

Sarah Ellett, Pauline Atkinson, Hazel Gow and Wendy Lewis, Practice Managers at Adur Health Partnership.

Hello & Goodbye

As Adur Health Partnership we now have 4 sites, Shoreham Health Centre, Northbourne, The Manor and Downsway.

During this year we have welcomed new staff and said goodbye to some staff

At Shoreham Health Centre we have welcomed Angela, Rebecca, Jasmin and Meghan to the reception team. We have also welcomed our new Practice Nurse Natasha.

We have had to say goodbye to the following staff who have taken retirement: Val, medical secretary; Amanda, Practice Nurse and Rosemary Carter who was a previous practice Manager but in recent time was a Finance Manager.

Northbourne has welcomed Nicole to their reception team and new GP - Dr Jennifer Almeida

We have also welcomed Sandy and Lara as Care Co-Ordinators and Cheryl, Pharmacy Technician who will be working across all 4 sites.

Visiting the Practices

We are still asking patients to only visit the surgeries if you have an appointment. We are continuing to complete the majority of appointments via telephone or video consultation, however we are starting to re-introduce some of our routine appointments.

Coronavirus vaccinations

We have been given a lot of guidance over the last week or so regarding the vaccinations.

This is going to take careful planning and the premises that we decide to use need to undergo risk assessments and checks. Therefore in order for us to get this right, we have decided that we will be starting these vaccinations in the New Year. We are still awaiting a confirmed date from the Clinical Commissioning Group. Once we have further details we will be in touch. Please do not call the practices with enquires for this vaccine.

We understand that we will need to vaccinate the most vulnerable groups first which includes care homes.

Urine samples

If you have been asked to provide us with a urine sample, please ensure this is delivered to us in a sterile white topped bottle. These can be purchased from a local pharmacy. We are unable to accept samples in any other type of container. Please label your sample with your name

Face Coverings

Our doctors and nurses will be wearing protective equipment for all appointments. We ask that you wear a face covering whenever you come to the surgery.

Face Covering Exemptions

We have received a number of calls from patients who are seeking verification of exemption from wearing a face covering from their GP. As there is no requirement for individuals to prove they have a valid case for exemption, this is not something our GPs are expected to provide.

If you are exempt from wearing a face covering and would feel more comfortable showing something that says you do not need to wear one, please visit the following link. This includes templates to show your exemption which can be printed from home.

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own>

Prescriptions for Christmas Period

Due to the busy Christmas period, please make sure your repeat medication prescriptions are requested by Monday 21st December.

Practice Merger update

At time of writing our clinical systems are being merged together. We would again like to thank our staff for working so hard during this time as there has been a lot of preparation work happening in the background.

We know that Northbourne and Manor patients' online access has been affected. We apologise for this inconvenience but this is unfortunately unavoidable. We will be bringing in extra staff to work on getting everyone's online access back as quick as possible.

Again we ask you to please try not to call the surgeries with enquires over patient access. Rest assured we are working hard to get your access back. You will receive an email with your new registration details and you will just need to register with Patient access again.

If you have been affected and need to order your prescriptions, you can do this by contacting the following email addresses

Manor patients: secretary.manor@nhs.net

Northbourne patients: northbourne.medical@nhs.net

Appointments: For the time being our appointments systems are staying the same, so you can still see your same doctors and nurses at the same location. We are working on aligning our appointment system to give the patients the best choice of appointments. We understand the importance of continuity of care. Watch this space for further updated.

Telephones: We are aware of the struggles patients have had in getting through on the phone in the past few weeks. We have been experiencing a higher volume of calls. This is due primarily to this year's flu campaign and in response to the coronavirus pandemic as well as the usual 'winter pressures'.

We are looking at replacing our current telephone system with a new system, which will have the very latest in terms of digital technology. We hope to introduce a new telephone system early in 2021.



We are also continuing to use eConsult - the online consultation system which is available to patients 7 days a week. With eConsult, you can get help for your condition, general advice, and even ask for sick notes and other administrative items, such as test results, using an online form. A GP here will then review your form and decide on the best course of action for you. We will respond to all eConsults with advice, a prescription, or an appointment, by 6:30pm the next working day.

If you would like to book an eConsult, visit your relevant practice website and complete the eConsult request form. This is also available via the NHS App.

Patient Participation Group

We have been advised to dissolve the 3 separate PPG's and will be creating a new Adur Health Partnership PPG. We will be looking for nominations for the various positions within the PPG eg. Chair, Vice-Chair, Secretary, Treasurer and other members to help run and contribute constructively to the PPG.

We would like the PPG to be self-managed so are looking for people who would be able to fulfil these roles with minimal input from the Practice. Please watch out for further information regarding this as we move forward with the merger.

Our Services

We would like to remind all of our patients that we are still open and able to offer face to face appointments where necessary.

Some of the services we are offering include:

- Smear Tests
- Diabetic blood test & foot checks
- Asthma medication reviews (by telephone appointment)
- Blood tests (at GP request)
- Learning Disability Reviews
- Post-natal checks and baby immunisations
- Childhood immunisations
- Diabetic Healthier You referrals (following invitation)
- Ear Syringing
- Wound Care
- Coil fittings and checks
- Contraceptive implants

From everyone at Adur Health Partnership we wish you a very happy Christmas and a healthy new year.



Christmas & New Year opening times

Shoreham Health Centre:

Christmas Eve: closing at 18:30

Christmas Day: CLOSED

Boxing Day: CLOSED

Monday 28th December: CLOSED (Bank Holiday)

Reopen Tuesday 29th December at 8am

Friday 1st January 2021: CLOSED

Downsway:

Christmas Eve: closing at 12:30

Christmas Day: CLOSED

Boxing Day: CLOSED

Monday 28th December: CLOSED (Bank Holiday)

Reopen Tuesday 29th December at 8am

Friday 1st January 2021: CLOSED

Northbourne:

Christmas Eve: closing at 18:30

Christmas Day: CLOSED

Boxing Day: CLOSED

Monday 28th December: CLOSED (Bank Holiday)

Reopen Tuesday 29th December at 8am

Friday 1st January 2021: CLOSED

The Manor:

Christmas Eve: closing at 18:30

Christmas Day: CLOSED

Boxing Day: CLOSED

Monday 28th December: CLOSED (Bank Holiday)

Reopen Tuesday 29th December at 8am

Friday 1st January 2021: CLOSED