

# PATIENT NEWSLETTER

## APRIL 2021



To receive future newsletters by email, please sign up at [www.fireclayhealth.nhs.uk/practice-news](http://www.fireclayhealth.nhs.uk/practice-news)

### COVID-19 VACCINATIONS

The most challenging part of the year has been planning and running our vaccination clinics. We are continuing to offer COVID-19 vaccinations as part of a PCN\* in collaboration with Old School Surgery in Fishponds. These are held at Lodgeside Surgery for both Pfizer and AstraZeneca (Oxford) vaccines. We have successfully delivered the following first doses to our patients (Jan-Mar21):

- 6534 patients (5456 AZ & 1078 Pfizer)
- 140 housebound patients vaccinated at home
- 114 patients with Learning Disabilities

Our vaccination clinics are now offering first and second dose Pfizer & AstraZeneca vaccinations.

**First doses** - are being offered to the groups currently advised by the NHS, see our website [www.fireclayhealth.nhs.uk/covid-19-vaccinations](http://www.fireclayhealth.nhs.uk/covid-19-vaccinations)

**Second doses** – we will send an SMS invite for your second dose 10-11 weeks after your first. This invite will contain a link to book an appointment online, there is no need to contact the surgery. If we do not have a mobile number or email address for you we will call you to arrange an appointment. If you have not received an invite for your second dose 11 weeks after your first dose then please contact us.

### STAFF NEWS

During the pandemic we have successfully recruited and welcome the following staff members:

- Dr Carly Lawrence became a GP partner in October
- Dr Charlie Warburton and Dr Seonaid Stirling have joined us as permanent GPs. They are each working 6 sessions per week across both the St George and Lodgeside sites.
- Shireen Chin joined us as a new Clinical Pharmacist in November employed by the PCN\*
- We have employed 4 new receptionists since October
- A new treatment room nurse (Emily Stewart) and a phlebotomist (Victoria Blake) started with us in November
- 2 project coordinators have been employed by the PCN\* to support vaccination clinics and PCN project work
- The PCN\* are currently looking to employ a second Physiotherapist, Mental Health Nurse & Pharmacy Technician

### \*WHAT IS A PCN?

PCN stands for **Primary Care Network**. We are part of the **FOSS PCN (Fireclay & Old School Surgery)**. Much of our new funding comes through the PCN to support work we do in collaboration with Old School Surgery. This includes running our COVID-19 vaccination clinics and employing joint staff.

### NEW WEBSITE

Our new website is full of useful information and should be your first port of call for any queries.

Please visit [www.fireclayhealth.nhs.uk](http://www.fireclayhealth.nhs.uk)

## ROUTINE WORK DURING THE PANDEMIC

In line with government guidance, much of our clinical work is initially assessed by phone. We continue to offer most of our routine services as infection control guidance allows.

**Urgent Care:** in July 2020 we moved our urgent care team to the St George site. Two or three GPs are allocated daily to urgent care with Pharmacists and Minor Illness Nurses available to support them. If you phone us with a problem, you will be signposted to the most appropriate clinician. If deemed urgent, this will be added to a list for a GP to call that morning/afternoon. If the GP feels it is clinically necessary they will ask you to come in the same day for a face-to-face appointment.

**Routine GP appointments:** all GP appointments are firstly booked as a telephone call with a GP. The GP will usually be able to deal with your problem over the phone or video call, however they have allocated slots they can book you into if they need to see you face-to-face. Receptionists are not able to book face-to-face appointments with a GP.

**Long Term Condition (LTC) reviews:** we have focused on providing reviews for the most vulnerable/at risk patients with COPD, Diabetes, Asthma, Learning Disabilities, Dementia or on the Mental Health register. We will continue to clinically prioritise patients who need nurse care.

**Contraceptive implants/coils:** we are now offering a normal service. Please book a sexual health telephone call in the first instance.

## CERVICAL SCREENING

We have continued to offer appointments for cervical screening during the pandemic.

Cervical screening (a smear test) checks the health of your cervix. It is a test to help prevent cancer and is one of the best ways to protect yourself from cervical cancer. All people aged 25 to 64 with a cervix are eligible for screening.

**If your smear is due or overdue please call reception to arrange an appointment.**

## DNAs

According to NHS England, 5% of people do not turn up to their arranged appointments. 1.2 million GP hours are wasted each year which costs the NHS approximately £210 million a year.

**Please let us know if you are not able to attend so we can offer the slot to someone who needs it.**

**Telephone consultations** - some patients do not answer their phones for telephone appointments. Please be aware that a clinician will try to phone you twice for a booked telephone appointment. If you do not answer the phone then you will need to re-book the appointment for another day.

## PRESCRIPTIONS

During the COVID-19 pandemic we have been taking prescription requests over the phone. This blocks the phone lines for appointments and queries.

We would encourage you to order your medication online or via the pharmacy as we are unable to continue taking requests for medication over the phone.

Please order routine medication 1 week before it is due to allow time for the surgery and the pharmacy to process your request.

## E-CONSULTS

Registered patients can submit an **eConsult** with us at any time. Once submitted, your eConsult will be reviewed and dealt with appropriately. If a GP phone call is needed, this will be any time before the end of the next working day.

Please see our website for details

You can email [fireclayhealth@nhs.net](mailto:fireclayhealth@nhs.net) if you have questions about anything contained in this newsletter