

Lyngford Park Surgery Newsletter

A message from Sigurd Reimers, Chair of Lyngford Park Surgery Patient Group

Don't delay seeking help. At a time when the NHS is having to put so much time and energy in dealing with people suffering from COVID-19, many people who have or think they may have other serious health problems are not seeking medical health. For instance, symptoms of possible cancer and heart problems are probably the most common serious ones that shouldn't be ignored. Some are afraid of catching or spreading the virus or of being a nuisance to NHS staff. As the Health Secretary has said recently, the NHS is still open for business. So, if you have symptoms that are worrying you, don't delay getting in touch.

Don't get isolated. Many people are finding the lockdown difficult. The stress of having to stay at home so much is getting a lot of people down. Some are becoming anxious or depressed, so that they are getting more isolated than necessary, or the opposite, and taking dangerous risks. We want you to know that there are people out there who you can talk to: there is no shame in that.

While some families are getting closer and enjoying the lockdown: children experiencing closer special time with parents: taking up interesting hobbies, sadly it's not the same for all families.

Many more women, and some men, are experiencing abuse from their partner (or former partner) during the Coronavirus lockdown. Domestic abuse or violence is a crime and should be reported to the police - call 999 if it's an emergency or you're in immediate danger. If you are in danger and unable to talk on the phone, dial 999, listen to the questions from the operator and respond by coughing or tapping the handset if you can. Then follow the instructions depending on whether you are calling from a mobile or a landline.

If you call from a mobile, if prompted, press 55 to Make Yourself Heard - this will transfer your call to the police. Pressing 55 only works on mobiles and does not allow police to track your location.

If you call 999 from a landline, if only background noise can be heard and BT operators cannot decide whether an emergency service is needed, then you will be connected to a police call handler. If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again. When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

Refuge runs the National Domestic Abuse Helpline, which you can call for free, and in confidence, 24 hours a day on 0808 2000 247

With children spending more time at home while schools are closed, the incidence of child abuse has increased, and this includes abuse via the internet. More children are also witnessing domestic abuse of one of their parents. Help can be accessed by contacting Children's Social Services on 0300 123 2224.

Please look at the list of help and support for patients during the coronavirus pandemic on the Lyngford Park Surgery website.

All NHS staff appreciate your clapping on Thursday evenings to show your appreciation of their hard work and dedication.

Finally, let's not forget that during this worrying time, a lot of people in our area have been looking after their friends, families and neighbours, respecting the 2 metre rule and showing each other patience..

Sigurd Reimers
Chair of Lyngford Park Surgery Patient Group

Volume 1, Issue 3

Spring/Summer 2020

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Help and support for patients during the pandemic

As information is received about local help and support for patients during the pandemic, we are putting this information on a new link on our website.

The links can be found under the tab Coronavirus Local Support, located on the right-hand side menu.

Listed are a range of contact numbers for a wide range of help-lines including:

Somerset Age UK, who offer a new 'friendly phone calls' service.

The County Council Somerset Village, Community and Carers Agents, who are a key point of contact within the community.

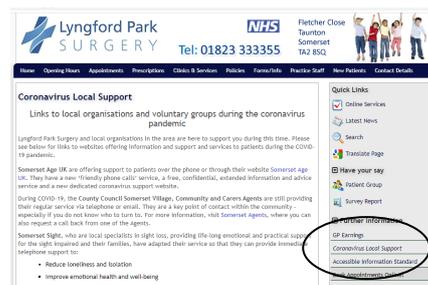
Somerset Sight, who offer various forms of support for the sight impaired and their families. Re-Engage, who have created a new service for older people called 'Call Companions'.

Young Somerset, who have various COVID-19 support available.

Marie Curie, who have a free bereavement support line with

trained Support Line Officers, as well as spiritual care coordinators.

There is also a n A-Z list of local food suppliers who are still operating during COVID-19.



Procedures available during the pandemic

Although for safety reasons the procedures we are providing during the pandemic are more limited, we are continuing to carry out the following procedures in the surgery:

- Blood tests for monitoring of DMARDs (drugs for rheumatoid arthritis and some other conditions, such as methotrexate, usually done at least every 3 months, sometimes more frequently)

- INRs
- Blood tests for 'new' illness, usually requested by a clinician.
- ECGs for new illnesses, again usually requested by a clinician.
- Vitamin B12 injections
- Neuroleptic injections for patients with schizophrenia type illnesses
- Smear tests-when patients have received letter advising that it is due

- Childhood immunisations
- Dressings and wound care
- Suture removals.

CHD, COPD reviews are being carried out over the phone by Clare, our Clinical Pharmacist.

Diabetes reviews are also being carried out over the phone by Olena (our Senior Practice Nurse) or Clare

New ways to contact you by text and email

Our surgery now has two types of text messaging services to contact you by text to for example remind you of your appointments, to let you know if your appointment needs to be rearranged or to inform you about services, such as flu clinics, that may be available to you.

We would also like to be able to email you to let you know about new and recurring services and to ask for your feedback about our services.

Please make sure that we have your correct mobile phone number and email address to contact you. Please ask reception for a consent form so that you can be added to our texting/emailing list. You can send in your consent by email.



Infection control and social distancing measures at the surgery

To keep our patients and staff safe at the surgery, we are:

Asking patients not to bring in prescription requests to the surgery or visit the surgery without an appointment.

Our GPs will be carrying out as many appointments as they can over the phone or by video.

If you do come into the surgery, we are checking whether patients have any coronavirus symptoms

before they come in—anyone with symptoms should not come into the surgery.

We have a barrier in the reception area and are asking patients to stand behind that if they do come into the surgery.

We have taken our check-in screen out of action to prevent cross-contamination from people touching the screen.

We have new additional hand gel dispensers in the surgery and encourage patients to use them when they come in and leave the surgery.

Chairs in the waiting room are spaced to allow for social distancing.

Our clinicians are wearing Personal Protective Equipment (or PPE), to keep you and our staff safe.

New staff at Lyngford Park Surgery

We are very pleased to welcome two new members of staff to our Nursing Team.

Nicole Limm is our new Practice Nurse and Casey Gratton is our new Healthcare Assistant

We now have 3 Practice Nurses (Olena, Ruth and Nicole) and a Healthcare Assistant (Casey) in our Nursing Team at Lyngford Park Surgery. They are working hard planning our services for the future and continuing to provide a limited range of procedures for our patients during the pandemic.



Telephone and video consultations

Lyngford Park Surgery GP appointments have moved from 10 minutes appointments to 15 minutes to allow GPs more time to review patients.

Most of our appointments are currently telephone or video appointments to minimize the risk to patients and staff of transmitting coronavirus.

If you request an appointment, the appointments are booked as normal and you will be given the choice of a telephone or video appointment.

For video appointments, you will be sent a link to your phone.



You will be asked to allow 15 minutes around the appointment time to give the GP time to call you.

Please try to be available somewhere that you can discuss your health problem in a confidential space—we know this may not always be possible.

The video and audio communication is only visible to participants on the call and is not recorded or stored in any form.

Feedback from patients so far is that telephone and video calls are working well. If necessary, you will be offered an appointment in the surgery.

Appointments: 01823 333355
Health visitor: 01823 253462
Hospital Transport: 01278 727444
Out of hours: 111

Lyngford Park Surgery
Fletcher Close
Taunton
TA2 8SQ

Website: www.lyngford.co.uk
somccg.enquiries.lyngfordpark@nhs.net



Repeat Prescriptions

You can request a repeat prescription online (for prescriptions and booking appointments), by sending us a letter or posting us a note or through your local chemist (if they offer this service).

During the pandemic only, we can take repeat prescription requests over the phone if you are unable to make your request online. Please do not come into the surgery for prescription requests.

We strongly encourage our patients to order repeat prescriptions online. Please speak to one of our reception team for more details. Please allow 48 hours for your repeat prescription.

We are upgrading to the next phase of the Electronic Prescription Service (EPS) which will mean that almost all our prescriptions will be processed electronically. Electronic prescriptions help save the NHS money. For more information, please visit: <https://digital.nhs.uk/services/electronic-prescription-service/phase-4>.

Lyngford Patient's Group

Every GP surgery has a Patient Participation Group (PPG), ours is called the Lyngford Patient's Group.

Membership is made up of patients, who volunteer to become involved, surgery staff and doctors.

The reason for this patient group is to talk about subjects such as:

- How this surgery looks after its patients;
- To discuss how to truly reflect what type of service patients want and need;
- How changes in the NHS could affect you;
- How the surgery could improve the health of the Priorswood community.

Our patients' group also has a Virtual Group for those members who are unable to attend meetings or wish to be involved via IT.

The Lyngford Team would be delighted to get support, ideas and suggestions from its patients and you would be very welcome to come to one of our meetings. There will be no commitment but you will be able to find out what being a member of the Lyngford Patients' Group is all about.

For more information, please contact Sigurd Reimers, Chair of the group by emailing him at:



lyngfordparkpatientgroup@gmail.com