



Newsletter

Register Your Mobile

Have you registered your Mobile Number with the surgery in order that you can both get a reminder of your appointment and, if necessary, an easy way to cancel an unwanted appointment, thereby releasing your unwanted appointment for use by another patient.

It's a no brainer!

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Important Patient Information

Latest information can be found on the Practice website
<http://www.laurelhousesurgery.co.uk/>

Our mission is always to provide a
Positive Patient Experience.

Please do not ignore any symptoms that might need medical attention.

- * We are continuing a telephone triage appointment service so please do not turn up at the surgery without an appointment as we will not be able to see you. If we need to see you in person you will be asked to attend the practice at an agreed time and we have made some changes to make this visit as safe as possible for everyone.
- * Patients must wear a face mask or coverings.
- * Please attend for your appointment on time.
- * Do not arrive early as we need to maintain social distancing guidelines. You will not be allowed into the building but asked to come back at your appointment time.
- * On arrival ring the door bell and the receptionist will greet you and instruct where to wait.
- * Please use the hand sanitiser provided in the waiting areas
- * Please attend alone if possible.
- * If you have any concerns please enquire at reception.

Thank You

HOW TO MAKE YOUR OWN FACE COVERING IN A MINUTE

YOU WILL NEED:

- 50cm x 50cm piece of cloth - a bandana will do
- Elastic bands or hair ties

1. Fold cloth in half
2. Fold top and bottom thirds into the centre
3. Place elastic bands or hair ties about 15cm apart
4. Fold sides into the middle and tuck
5. To wear face covering, stretch bands over ears and secure over your nose and mouth

STAY ALERT > CONTROL THE VIRUS > SAVE LIVES

Current Drug shortages

There is no doubt that the situation regarding shortages of some fairly routine drugs is causing a lot of worry. This concern has escalated in the past couple of weeks. It is hard to completely identify the reason for the shortages and, while it would be tempting to blame the current political uncertainty, there is no doubt that other countries including the USA and Canada are having similar problems. Some of you will have experienced this problem already. The practice GPs and prescribing clerks try and work closely with the pharmacists to try and source your medication or something almost the same. In some instances this means simply a different brand but for other drugs it does mean a change to a similar but not identical drug. The pharmacists do use different wholesalers and occasionally going to a different pharmacist can be helpful, but in general most of the pharmacists have the same problems. Indeed today there was use that hospitals were short of some antibiotics and pain killers that they would normally like

to use.

We have been advised not to issue prescriptions early and to issue the same quantity of medicines that we have been doing previously. We do try and issue medication as close as possible to your original prescription but there may be times that we have to ask you to come for review to see if the change in medication has been satisfactory.

In the surgery we will sometimes ask if the pharmacist has made any alternative suggestion. We are not asking the pharmacist to change medication but on some occasions they may have a different brand available or even a different strength which allows us to issue almost identical medication.

We will all have to keep up-to-date with the information that has been provided on a daily basis and hope that the situation can be resolved as soon as possible.



Importance of Vaccinations

Why are vaccinations so important?

Having your child vaccinated is ONE of the first big decisions we make on their behalf and I know many of you will give considerable thought to the process. We are however increasingly worried about the fall in vaccination rates against some of our serious life-threatening and disabling illnesses.

In 2016 there were 530 cases of measles and 573 cases of mumps while in 2018 there were 970 cases of measles and over 1000 cases of mumps. The World Health Organisation (WHO) has stated that vaccine hesitancy is one of the top ten threats to global health.

If 95% of children receive the MMR vaccine it will be possible to get rid of measles.

Vaccination is the single most important thing we can do to protect ourselves and our children from any infectious diseases. It is estimated that they prevent up to 3 million deaths worldwide every year. Unfortunately if we stop having vaccines, these diseases that some of us remember from our childhoods could become commonplace again.

VACCINES

- DO protect you and your child from many serious and potentially deadly diseases.
- DO protect other people in your community who cannot have vaccines from getting serious diseases.
- DO get safety tested for years before being

introduced and side effects are monitored regularly.

- DO sometimes cause mild side effects that usually only last a few days.
- WILL cease to work if not enough people are vaccinated.

VACCINES

- DO NOT cause autism.
- DO NOT overload or weaken the immune system.
- DO NOT cause allergies.
- DO NOT contain mercury or any ingredients that cause harm, but it is worth discussing with your doctor if you have a known allergy to eggs or gelatine.

At 8 weeks babies are immunised against diphtheria, tetanus, whooping cough, polio, Hib, meningitis, meningitis B, hepatitis B, and pneumococcal meningitis and rotavirus

At 13 months babies receive boosters of some vaccines and vaccination against measles, mumps and rubella. Your health visitor or GP or baby clinic doctor or practice nurse will be happy to discuss immunisations with you or see more information on NHS website.

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>



Surgery Updates

We have had quite a few changes over the last couple of months and if you'd like to visit the [surgery website](#) you can see the current staffing situation.

The current procedure for arranging an appointment at the surgery is as follows;-

- All consultations are now initially telephone consultations and if a face to face consultation is necessary that will be arranged on the telephone.
- We are doing essential blood tests but waiting time is longer as our phlebotomist has been withdrawn and to keep social distancing less people can be booked in.
- Family planning services have restarted but we have been advised to avoid minor operations for the moment.
- Baby Clinic and all essential vaccinations have been maintained throughout **and it is important to get your baby immunised as required and also your child's pre-school boosters completed, so do call the surgery and get booked in for these ASAP.**
- Initially in lock down patients were having telephone consultations on the day but as demand increases again the reception staff will ask the urgency of the problem.
- Emergency on the day consultations will be done by the acute team Sr Katherine Fricker ANP; Gillian Bryant ANP; Emma Parry, Physician Associate, and Annemarie Jones Emergency care practitioner who is triaging many of the home visits.

This team are backed up by the Duty doctor.

Flu Vaccinations for >65's and other eligible groups

Flu clinics will again take place on Saturdays from the End of September with dates being displayed on the website.

We will be operating a Social Distancing system and all patients will be expected to comply with the system accordingly and ALL patients are expected to wear masks unless otherwise exempted and agreed with the practice beforehand.

There are hand sanitisers at the entry and exit to & from the surgery so please use those accordingly.



The surgery will use the texting service (mjog) to target relevant patient groups so do make sure the surgery has your up to date details so you don't miss out!

Flu Vaccinations for 50-65 yrs

Whilst free flu jabs are usually reserved for over-65s, pregnant women, primary school children and people with serious illnesses like asthma or heart or kidney disease, you may have read or heard that all over-50s in Britain could get the flu jab on the NHS this winter, under plans reportedly being considered by ministers to cope with a second wave of Covid-19.

However at this point in time there is no clear guidance from the Government so the advice has to be, if you fall into this category, to follow the media reports.

As and when the Surgery gets clear information and guidance it will be put onto the website.

PPG Feedback

In the current situation where the feedback boxes in the surgeries are inaccessible please use the online [Contact Us form](#) to send us your feedback on all things surgery.

<https://sites.google.com/view/lhsppg/contact-us>

Thank You.

Get the latest NHS information and advice about coronavirus (COVID-19).

Check if you or your child has coronavirus symptoms

Find out about the main symptoms of coronavirus and what to do if you have them.

Self-isolation and treatment if you have coronavirus symptoms

Advice about staying at home (self-isolation) and treatment for you and anyone you live with.

Testing and tracing

Information about testing for coronavirus and what to do if you're contacted by the NHS Test and Trace service.

People at high risk

Advice for people at higher risk from coronavirus, including older people, people with health conditions and pregnant women.

Social distancing and changes to everyday life

Advice about avoiding close contact with other people (social distancing), looking after your wellbeing and using the NHS and other services during coronavirus.

GOV.UK: coronavirus – guidance and support

Government information and advice.

Face coverings: when to wear one inc exemptions and how to make your own

This page explains what face coverings are, their role in reducing the transmission of coronavirus (COVID-19), the settings in which they are recommended, and how they should be safely used and stored and exemptions as listed below.

In settings where face coverings are mandated in England, there are some circumstances, for health, age or equality reasons, whereby people are not expected to wear face coverings in these settings. Please be mindful and respectful of such circumstances noting that some people are less able to wear face coverings.

It is not compulsory for shop or supermarket staff to wear face coverings, although employers should consider recommending their use where appropriate and where other mitigations are not in place. For example, there will be times when screens or visors are in use, or when a staff member is not in close proximity to people they do not normally meet, and so wearing a covering for staff will not be necessary. Employers should continue to follow COVID-19 secure guidelines to reduce the proximity and duration of contact between employees.

You do not need to wear a face covering if you have a legitimate reason not to. This includes:

- ◆ young children under the age of 11
- ◆ not being able to put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability
- ◆ if putting on, wearing or removing a face covering will cause you severe distress
- ◆ if you are travelling with or providing assistance to someone who relies on lip reading to communicate
- ◆ to avoid harm or injury, or the risk of harm or injury, to yourself or others
- ◆ to avoid injury, or to escape a risk of harm, and you do not have a face covering with you
- ◆ to eat or drink, but only if you need to
- ◆ to take medication
- ◆ if a police officer or other official requests you remove your face covering
- ◆ There are also scenarios when you are permitted to remove a face covering when asked:
 - ◆ If asked to do so by shop staff for the purpose of age identification
 - ◆ If speaking with people who rely on lip reading, facial expressions and clear sound. Some may ask you, either verbally or in writing, to remove a covering to help with communication

Laurel House Surgery & Fazeley Surgery

12 Albert Rd
Tamworth
Tel: 01827 69283

Patient Participation Group (PPG)



This Newsletter has been compiled as a joint publication between the Surgeries and your Patient Participation Group, which comprises of patients from both the Tamworth & Fazeley Practices.

We are looking for more people to join the PPG and would invite you to give the matter serious consideration.

Your involvement can be physical or if you can't attend you might like to participate in a virtual group or give us feedback/input via our PPG Facebook page or the Contact us section of our website, which are independent of the surgery website so that you can be sure of anonymity if preferred.

We just ask that your feedback is relevant and not malicious in any way.

<https://sites.google.com/view/lhsppg/contact-us>

Check out our Websites & Facebook Pages -

- Surgery - <http://www.laurelhousesurgery.co.uk/index.aspx>
- PPG - <https://sites.google.com/view/lhsppg/home>
- FB Link [Laurel House & Fazeley Health Centre PPG](#)

Hot weather

- If you're enjoying the sun this week, apply sun cream and keep hydrated throughout the day.
- When meeting outdoors, it's important to still keep to social distancing rules. If you're enjoying the sun this week, apply sun cream and keep hydrated throughout the day.
- During any Heat Wave make sure you stay hydrated by drinking plenty of water throughout the day and keeping out of direct sunlight between 11am-3pm <https://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/>
- Elderly people and children are most at risk during the heat, be sure to drink plenty of water and keep out of direct sunlight. <https://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/>
- If you have diabetes you should be extra careful during hot weather – it can make blood sugar levels higher than normal. Check your blood sugar levels regularly and keep drinking water throughout the day.
- Make sure that children are protected in the sun, their skin is more sensitive, and damage caused by exposure to the sun can be dangerous in later life. Apply sun cream regularly.



- <https://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/>
- Being in the sun can be great fun, but make sure that you are checking on older family and friends to make sure that they are keeping cool and hydrated. <https://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/>
- Keeping your home cool is really important for children, elderly people and those living with long term health conditions or anyone who cannot look after themselves. <https://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/>
- Something we found effective is to fill a mister with water and then spray you &/or your pets to help cool down
- Pharmacies can help you with conditions associated with hot weather, such as insect bites and sunburn. If you're feeling unwell use NHS 111 online to get advice.