

# STAITHES SURGERY NEWS Autumn/Winter 2020



**Staithes Surgery**

**Seaton Crescent**

**Staithes**

**Saltburn-by-the-Sea**

**Cleveland TS13 5AY**

**Website:** <https://staithesurgery.nhs.uk>

**Telephone:** 01947 840480

**Primary Care Network** Staithes Surgery is now part of Whitby, Coast and Moors Network, which is formed with Whitby Group Practice, Danby, Sleights, Egton and Sleights Surgeries. This Network enables delivery of additional services. <https://whitbycoastandmoors.co.uk>

**Bank Holidays** Please note that Staithes Surgery will be closed **25<sup>th</sup> and 26<sup>th</sup> December 2020** and **1<sup>st</sup> January 2021**. We are always very busy in the run-up to any Bank Holiday, so please order any repeat prescriptions as early as you can. Thank you.

**Important Information About The Coronavirus (COVID -19)** The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal. The latest information on symptoms of Coronavirus infection and areas where recent travel may have resulted in a high risk of exposure can be found on <https://www.nhs.uk/conditions/coronavirus-covid-19/>

**NHS 111 has an Online Coronavirus Service** <https://111.nhs.uk>.

- If you think you might have had coronavirus; in the last 14 days.
- If you have been to a country or area with a high risk of coronavirus
- If you have been in close contact with someone with coronavirus.

**Phone 119 to get A Coronavirus Test if you have any symptoms of COVID -19**

The most common **symptoms** of coronavirus (COVID -19) are the **recent onset of a new continuous cough** and/or a **high temperature** (37.8 degrees centigrade or higher).

**Please do not go to a GP surgery, hospital or pharmacy.**

**Routine Appointments** Please be reassured that Staithes Surgery is a 'Clean' and 'Safe' area to visit, we are following strict protocols to ensure the safety of all. It is vital that we all adhere to the guidelines including social distancing, wearing a face covering, using hand sanitiser when visiting Staithes Surgery. For your protection the practice continues with a telephone triage system for all GP appointments. Please call as normal for an appointment and then an appropriate clinician will call you back. If deemed safe and necessary you will be invited in for a face to face consultation.

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**Improving Communication** The surgery is now operating a Text Messaging Service to contact patients regarding Flu Vaccinations, test results, chronic disease reviews that are due and, in unforeseen circumstances, to cancel or rearrange an appointment. Text Messaging is our practice's preferred option for sending out details of Flu and other vaccinations as it saves time and money printing letters, addressing envelopes and the necessary additional postage costs. (Please be aware that we do not accept a parent's or guardian's mobile number for children over the age of 12.) If you would like to sign up to our Text Messaging Service, please speak to our receptionist 01947 840480.

**Flu Vaccination Clinics** Appointments are being allocated to eligible patients in accordance with government guidelines, these **Flu Vaccination Appointments will be sent out either via a text message** (if you have provided us with your consent to communicate via text message) **or by a letter**. Please wait to receive this appointment before contacting the surgery.

- *Due to COVID 19 the Flu Vaccination Clinics will be slightly different this year to ensure social distancing is maintained for the safety of patients and clinicians. You will be supplied with full details when you receive your Flu Vaccine appointment.*
- *If you do not wish to receive a Flu Vaccine please let us know so that your medical records can be updated. Please speak to our receptionist. 01947 840480.*

The population eligible for the Flu Vaccination includes:

- Over 65 years of age
- Pregnant
- Under 65 years and have a long term condition such as:
  - a heart problem
  - a chest complaint or breathing difficulties, including bronchitis, emphysema or severe asthma
  - a kidney disease
  - lowered immunity due to disease or treatment (such as steroid medication or cancer treatment)
  - liver disease
  - had a stroke or a transient ischaemic attack (TIA)
  - diabetes
  - a neurological condition, e.g. multiple sclerosis (MS), cerebral palsy
  - a learning disability
  - a problem with your spleen, e.g. sickle cell disease, or you have had your spleen removed
  - Are seriously overweight (BMI of 40 and above)
  - Living in a residential or nursing home
  - The main carer of an older or disabled person
  - A household contact of someone on the NHS Shielded Patient List
  - A frontline health or social care worker
- Children of a certain age;
  - Aged 2 – 4 Years will be offered Nasal Flu Vaccine at the surgery
  - School Years Reception to Year 7 will be offered a Nasal Flu Vaccine at School

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**Get Ready For Stoptober!** The annual Stoptober campaign is founded on the evidence that if a smoker can quit for 28 days, they are five times more likely to quit for good. This year's Stoptober will carry the new 'Better Health' branding which has been created to support a national health reset moment that launched at the end of July with a focus on obesity. This new branding approach responds to new challenges brought about by the COVID-19 pandemic and the impact it's had on people's health behaviours. The campaign will comprise two key phases of activity: a 'rally' phase which will take place towards the end of September and aims to encourage and prepare smokers to make a quit attempt on 1 October, followed by a 'support' phase designed to help them sustain their quit attempt throughout the month. A digital toolkit of campaign resources is being developed and this will be support the campaign at a local level and will be available prior to launch. (At time of our Newsletter going to print, the Stoptober Launch Date is yet to be confirmed).

**Online Access** Repeat medication requests and appointments can be managed over the internet or via the patient access mobile app which is free to download from <https://patient.emisaccess.co.uk>. You can use Emis Access for booking appointments, viewing a summary of your medical records or ordering repeat medication. **If you would like to sign up to this service please speak to our receptionist 01947 840480.**

**Evening & Saturday Morning Surgeries** Appointments with our Nurses and Healthcare Assistants are available from 7.30am on Tuesdays. This is for the benefit of patients who are unable to attend appointments in normal working hours. Telephone consultations with a GP are held once every week on an evening; the consultation days vary. **Please speak to our receptionist 01947 840480 for further details.**

***We are pleased to announce that Dr Croft has now started a gradual return to work, following his recent sick leave. He would like to express his thanks for all messages and well wishes he has received."***

**Online Consultation** You can now consult with your GP online using "Engage Consult". Follow the link on the front page of the Staithes Surgery's Website to consult online

Contact our practice  
**Use our online consultation**  
Tell us about your problem and request medical advice and we'll respond promptly within our online consultation hours.

**GET STARTED**

<https://staitheesurgery.nhs.uk>

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**Our Dispensing Services** Dispensing services are available to registered patients living more than a mile away from their closest pharmacy.

- Repeat and Acute Prescriptions
- Online Ordering <https://patient.emisaccess.co.uk>.
- Medication Use Reviews
- Weekly Medi-packs
- Medication dispensed at the time of your appointment
- Prescription Delivery to the housebound

## **Options for Ordering Repeat Prescriptions**

- **Patient Online Access:** This is our practice's preferred option for ordering repeat prescriptions. <https://patient.emisaccess.co.uk>.
- **Telephone:** Monday to Friday Phone **01947 840480** and choose **Option 2**.
- **By Hand:** Use the prescription slip, tick ✓ each item that you require before sending it to the surgery. Please try to order your complete requirements in one go. The completed slip can be put into the post-box at the surgery's dispensary.
- **By Post:** Prescription requests can be posted to the surgery.

**Collection of Prescriptions** We would like to remind patients that **there is a minimum of 48 working hours after ordering prescriptions for collection**. Prescriptions ordered on a Friday afternoon will be ready for collection Tuesday afternoon. Prescriptions ordered online over the weekend will be ready for collection on Wednesday. This is because your prescription will not appear in the dispensing queue until Monday morning.

**Reducing Costs to the NHS** In 2018 the annual drugs bill for the NHS was £17.4 billion and it was rising by 8% per year. A conservative estimate of the cost of drug wastage is £300 million. We could save the NHS a considerable amount by purchasing over the counter medicines for self-care or self-limiting condition that does not need treatment as it will heal or be cured of its own accord. For example, Paracetamol, anti-histamine tablets for hay fever and other over-the-counter medications are not expensive. *The surgery is not suggesting that patients self-diagnose their own condition. If in any doubt we would always recommend a diagnosis prior to self-medication.*

The practice is constantly reviewing its prescribing of medicines to try and reduce the cost to the NHS. All practices within our Clinical Commissioning Group (CCG) are being supported by the CCG Medicines Management team to try and reduce their prescribing costs and are being asked to review patients on certain medications. This is to ensure that our patients receive the best treatment but with the lowest cost for the NHS. We all worry about getting snowed in or not being able to collect our prescriptions during the coronavirus pandemic. However this can lead to over ordering and stock-piling of medicines which are eventually are returned to the surgery for destruction. **We urge patients to only order the medicines they are currently taking and not to order rarely used items every month. Once any type of medication has left the surgery, even if it is returned unused and intact, it still has to be DESTROYED.**

*Thank you for your cooperation.*