



# Marston Forest Healthcare

**Patient Newsletter October – December 2021**



**Marston Forest Healthcare 01234 766551**

**[www.marstonforesthealthcare.co.uk](http://www.marstonforesthealthcare.co.uk)**

We try to fill our newsletter with information that we hope patients will find useful and if there is something you would like to know more about then please do let us know. We would also like to encourage patients to give us feedback on our service good and bad, if there is something that you feel we have done right or someone who has gone that extra mile then please do share with us. You can share your feedback via the Friends and Family test available on our website or forms available from our waiting area.

## **Coronavirus Pandemic**

We are continuing with our safety measures currently in place during the Coronavirus pandemic. Any updates will be shared on our website and via the Patient Participation Group (PPG).

**Covid-19 Vaccinations and Booster Vaccinations** – The Practice is working closely with the Care Commissioning Group (CCG), member Practices of our Primary Care Network (PCN) and the Pharmacists leading the vaccination programme in delivering this service. Patients who are due for Covid-19 Booster vaccines, will be sent a letter directly from the Department of Health. Please search online for your nearest cooperating vaccination centre. **Health and Social Care Workers and Registered Carers will be asked to provide ID when attending their vaccination appointment.** We strongly recommend any patient who has been previously invited to book a Covid-19 vaccine, to do so as soon as possible. Appointments can be booked by calling 119 or online by clicking on the link below: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/> **Patients are able to book an appointment at any vaccination centre when booking their appointment via the National Booking System.** Please do not contact the surgery to book a Covid-19 vaccine appointment. All patients will be notified and/or invited to book their Covid-19 vaccination appointment as appropriate.

**How to stay well this winter.** For further details, visit the link for staying safe and well during the winter <https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/>

**Current Vacancies** – We are currently recruiting for Clinical Administrators to join our non-clinical team. If you have administration and receptionist experience, we would like to hear from you. Please email your CV to [data.cms@nhs.net](mailto:data.cms@nhs.net) for the attention of the Practice Manager by close of Sunday 24 October 2021

## **Patient Participation Group (PPG)**

Patient satisfaction is extremely important to us. By involving patients we hear about issues that matter to you, the patients. The Patient Participation Group (PPG) represents your views. please contact Rina Persaud, PPG Chair via email at [candmppg@gmail.com](mailto:candmppg@gmail.com)

### Are you a Carer?

Please contact the surgery to register your details.

Your GP can help support you in providing information and advice on services provided by the NHS.

You will also be eligible for an annual Health Check for as long as you are a Carer. This will include a blood pressure check, weight and urine test and a general discussion about your health.

More details can be found at [www.carersinbeds.org.uk](http://www.carersinbeds.org.uk)

### Do we have your up-to-date contact details?

We use a variety of communication methods to interact with our patients, such as appointments reminders, eligibility for NHS Health Checks etc.

Please update your contact details today at Reception or via our Practice website:

[www.marstonforesthealthcare.co.uk](http://www.marstonforesthealthcare.co.uk)

**Practice Appointment and Telephone Systems** – We would like to thank all patients for the feedback the Practice has received regarding the appointment and telephone systems. We are currently working on improving these services. Advance booking of appointments are available for the Clinical Pharmacists (medication reviews) Practice Nurse, Midwife, Physiotherapist, Healthcare Assistant and Mental Health Link Worker. Please visit our website at [www.marstonforesthealthcare.co.uk](http://www.marstonforesthealthcare.co.uk) for details of the skills each clinician can offer. We have listened to patient feedback regarding advance booking of appointments with a GP. We would like to advise our patients that should we have reached full capacity for a same day appointment with a GP, an advanced appointment will be offered within the same week, subject to availability. There will always be a limit of appointments that any Practice is able to provide for their patients in accordance with available resources of time, rooms, personnel, and often, demand for our services exceeds the capacity and resources that we have.

### Flu Campaign 2021/2022

We are currently offering flu vaccination appointments for all our patients within the **'at risk'** group. To ease the booking of flu vaccinations for patients and staff, we are offering patients **who are eligible for a flu vaccine** (please see criteria below), to book their appointment online where possible.

We have allocated separate clinics for over 65 and under 65 years of age. **We kindly ask all patients to book their appointments in the appropriate clinics available, and not to book into clinics that are not within their age group. The purpose of this is due to the specific flu vaccine being given. You will need access to online services to book your appointment. To sign up online services, please visit our website at [www.marstonforesthealthcare.co.uk](http://www.marstonforesthealthcare.co.uk)**

Flu can affect anyone but if you have a long-term health condition the effects of flu can make it worse even if the condition is well managed and you normally feel well. You should have the free flu vaccine if you are:

- **pregnant**
  - **or 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**
- **diabetes**
- **a neurological condition, eg multiple sclerosis (MS), cerebral palsy**
- **a learning disability**
- **a problem with your spleen, eg sickle cell disease, or you have had your spleen removed**
- **are seriously overweight (BMI of 40 and above)**

People on the NHS Shielded Patient List for COVID-19 are all eligible for a free flu vaccine and it is really important this year that they receive it.

This list of conditions isn't definitive. It's always an issue of clinical judgement. Your GP can assess you to take into account the risk of flu making any underlying illness you may have worse, as well as your risk of serious illness from flu itself.

### Annual Reviews

Annual reviews for patients on repeat medication are important to ensure that you remain well.

Sometimes we can review your medication over the phone however, it will be necessary for most patients to have a face-to-face appointment with a clinician, particularly those with a Long-Term Condition. Often a clinician will need to do blood pressure checks, blood tests and other checks to ensure we are helping you manage your condition.

We will invite you for an annual review via letter, text, email or phone call.

These appointments take up a large number of appointments and clinical time so please ensure you respond to your invite at your earliest convenience. If you fail to respond we will send you a second reminder and a final reminder.

**If you fail to book and attend your annual review it may not be safe for us to continue prescribing your medication. The best way to manage your condition is to ensure you have the tests and checks required and attend your review appointments.**

We very much want to work with our patients but we also have a duty of care to ensure that you do not come to any harm. Please help us to help you by responding and attending your review appointments.



# Marston Forest

## Healthcare

