

DECEMBER 2020 PATIENT NEWSLETTER

Welcome to our December 2020 newsletter



UPDATE

Since the early summer we have been committed to returning our medical services to as near “business as usual” as possible. All our sites are fully functioning although the majority of consultations are still being completed remotely, in line with national guidance and infection control protocols. However, many patients are also now being assessed face to face where there is need- this may be for the obvious nursing procedures such as dressings and blood tests, or to see a GP or nurse practitioner for examination.

The return to a normal service is exemplified by Shore Medical now having referral rates for early cancer diagnosis back up to pre-Covid levels. This is one of the quality markers for patient care that we monitor closely.

We also continue to provide a safe controlled environment for when we need to see patients with potential Covid symptoms. This is at the Fernside Surgery in Oakdale, which now provides this service for all Poole residents, working collaboratively with our neighbouring GP Networks.

A combination of the reduced footfall into the Practice sites and the “pent up” demand from earlier in the year has led to unprecedented demand on our telephone system. This is as much as 40-50% higher than call volumes last winter. We have been very aware of the issues in accessing our services by phone. Recent changes have hopefully improved things at our busiest times, and we are in the process of streamlining our opening messages. Thank you so much for your perseverance and understanding. The eConsult online process via the website which can be accessed here <https://shoremedical.co.uk/eConsult/> does allow timely clinical access but of course we do recognise this is not always accessible and may also still trigger a suggestion that you call the Practice

The national mood of support and respect for the caring professions has dissipated once more as people lose patience with the Pandemic and the consequences it has wrought. The teams across all our Surgeries are all committed to supporting patients, often in the face of significant

pressure and, sadly, sometimes hostility. It is perhaps a shame that society tolerates such attitudes, although of course we all understand the stress of being unwell and anxiety caused by fear of illness.

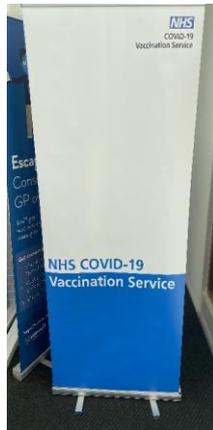
I know that the vast majority of our patients would still wish to applaud the tremendous efforts of our healthcare teams throughout this tumultuous year.

Please do continue to act sensibly and responsibly over the Christmas period. We wish you a healthy and genuinely better 2021.

Dr Andy Rutland – Clinical Director

SHORE NEWS

Covid-19 Vaccinations



It is perhaps not surprising that the focus of our attention in very recent times has been the roll out of the Covid Vaccination scheme. Shore was thrilled to be in the first national wave of GP Sites to provide this service. We are completing our first batch of appointments, giving the Pfizer vaccine from Heatherview Medical Centre to the first cohort of our patients more vulnerable to serious complications of Covid. This vaccine must be stored and delivered in a very closely monitored fashion. It cannot be moved between sites and we are subject to central guidance on how and when we receive supplies.

We now understand that we will be the very first GP Practice in Dorset offering the vaccine to residents and staff in one of our local care homes.

Every clinician working in Shore reinforces the importance of vaccination and has huge confidence in our national regulator, the MHRA. Please do not fall prey to unscientific rumours and here-say that would threaten to prolong this global health emergency and risks more lives.

The delivery of vaccination clinics, especially with the current vaccine, is much more logistically challenging than our traditional flu clinics. Specific training is required around the reconstitution and giving of the jab, and the recording process is time consuming. All this means that running these clinics puts further pressure on our already stretched teams to provide our normal



healthcare services. Our staff are hugely committed to ensuring we are able to vaccinate as many of our patients as possible in a timely manner. Our resources are finite, and we know that the vaccination programme will put more pressure on General Practice across the country in the coming months. Please do continue to respect the fact that we are truly doing all we can within the resources available to us. Please do not phone us about covid vaccinations, our phone lines are extremely busy so please do wait for us to contact you

Dr Andy Rutland – Clinical Director

IN FOCUS

Christmas Opening hours and ordering prescriptions

The Christmas Holiday period is fast approaching, and our surgeries will be closed from 25th-28th December. Please make sure that you do not run out of your medications by ordering them well in advance. We have a 48hour turnaround time for your request to be actioned & sent to your pharmacy, where there could be a further wait for the medication.

Prescriptions are best ordered online via the NHS App which can be downloaded for free - or via our SystmOnline service

COMMUNITY NEWS

Vitamin D Supplements

This Free service is available if you're at high risk (clinically extremely vulnerable) from coronavirus (COVID-19). For more details, please visit the website below

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/get-vitamin-d-supplements/>

Support with access to food and keeping warm this winter

Together We Can winter support scheme to help vulnerable residents across Bournemouth, Christchurch and Poole

A huge community support effort is underway to help the most vulnerable families and households who have been negatively impacted by the pandemic this year.

Local residents who are struggling to afford food and keep warm over the winter months are urged to reach out for support from BCP Council and its partners, who are co-ordinating efforts to ensure people can access the support they need over the winter period.

Support includes:

- Free school meal supermarket vouchers for eligible families with school aged children to support them during the holiday periods – delivered through schools



- Increased support for community and voluntary organisations providing food support in local communities
- Support for residents in financial hardship with affording utility bills and keeping warm this winter through Citizens Advice BCP
- Support to access food for vulnerable households delivered through the Family Information Service and the Together We Can helpline.

If residents are looking for support, they can visit: www.bcpCouncil.gov.uk/wintersupport or alternatively call:

For signposting and advice about accessing food:

- Households with children, call BCP Council Family Information Service: 01202 261999
- Households without children, call Together We Can helpline: 0300 1237052

For signposting and advice about winter warmth:

- Call Citizens Advice BCP: 01202 081732

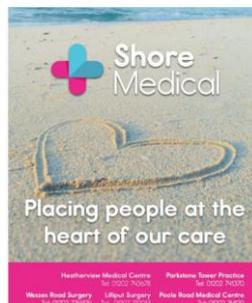
If residents wish to help their local community by donating food and other items or volunteering, visit: www.bcpCouncil.gov.uk/helpwintersupport

YOUR FEEDBACK

Your feedback is very important to all of us at Shore Medical, we always appreciate hearing about your experiences with us. If you would like to share any positive feedback, please use Google reviews which can be found on all our Surgeries websites. Should you have any concerns that you wish to raise please contact the Practice Manager directly at your Surgery

SOCIAL MEDIA

We have been very busy and enjoy sharing our updates with you on social media, you can follow us on instagram @shore_medical



Or you can stay connected by joining our Facebook page

<https://www.facebook.com/shoremedicalGP/>



LOOK OUT FOR OUR NEXT NEWSLETTER IN MARCH

