

# Patient Participation Group (PPG)

## Holbrook Surgery Newsletter

Winter Issue

December 2021



On behalf of the Doctors, Staff and the PPG of Holbrook Surgery may we wish you a very Happy Christmas and New Year. We hope that 2022 sees an end to this pandemic and we can all look forward to a safe and healthy future.

If you know of friends or family who are patients of Holbrook Surgery and would like to receive the newsletter, please contact us on [holbrookppg@gmail.com](mailto:holbrookppg@gmail.com)



**Update on Vaccinations** You can now get a booster dose if you had a 2nd dose of the COVID-19 vaccine at least 3 months ago and:

- you are aged 18 or over
- you are aged 16 or over with a health condition that puts you at high risk of getting seriously ill from COVID-19
- you are a frontline health or social care worker
- you live or work in a care home
- you are aged 16 or over and are a main carer for someone at high risk from COVID-19
- you are aged 16 or over and live with someone who has a weakened immune system (such as someone who has HIV, has had a transplant or is having certain treatments for cancer, lupus, or rheumatoid arthritis)

You should receive a text inviting you to book an appointment. You can access the NHS national booking system by using the following link. You will need your NHS number.

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

If you can't use the internet, you can call NHS 119 to book an appointment.

**Please note that the system is currently facing extremely high demand and is now operating a queueing system. You may find it difficult to get through at the moment.**

Roffey Millennium Hall is now a national Vaccination Centre and is available to anyone eligible for a Covid vaccination. Alliance for Better Care [ABC] is going to be running clinics seven days a week except 25<sup>th</sup> and 29<sup>th</sup> December through until the end of January. Flu vaccinations are also available but only for patients from Holbrook, Orchard, Park and Riverside surgeries [not the Orchard Surgery]. Our surgery is redeploying staff to support this whilst at the same time trying to maintain normal services. Four of our GPs will be doing sessions there next week as well as some of the admin staff. This may mean that there are not as many routine appointments available.

For your information, both Pfizer and Moderna vaccines are being used at Millennium Hall for the booster, irrespective of which vaccine was used for the first two vaccinations. Currently bookings are by appointment; this helps to avoid unwieldy queues for walk-ins and delays to booked appointments. When you attend it is helpful to have your booking reference and your NHS number.

Up until now ABC have had as many as eight vaccinators operating at any one time at Millennium Hall. On average 1000 vaccinations have been carried out in a full day; those eligible can choose to have a flu vaccination and a Covid booster at the same or another time. There is always a doctor and a clinical lead at each session to allay any fears or answer your questions. Your PPG Committee have been volunteering at these clinics.

Sadly, we have noticed that even with booked appointments patients do not always turn up and this can mean a waste of staff time and money as well as a waste of vaccination doses. If you have an appointment but for some reason cannot attend, please contact the NHS national booking system on the above link.

---

*Holbrook Surgery Newsletters are produced by your PPG in conjunction with the practice doctors. If you no longer wish to receive electronic copies, please notify the PPG at [holbrookppg@gmail.com](mailto:holbrookppg@gmail.com) and your details will be removed from our data base*

*PPG Committee Members: Nick Longdon - Barbara Blamires - David Hawkins - David Searle – Ann Valentine*

## Warnings and precautions before you receive your Covid vaccination

You will be given information about possible side-effects in writing and by the vaccinator when you get your Covid jab. It is sometimes difficult to remember all these things at the time so if you experience any ill effects that give you cause for concern, please check on the NHS website.

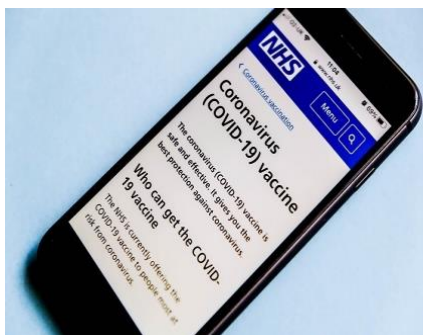
<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/safety-and-side-effects/>

If you are still concerned call NHS 111 for advice.



---

### NHS Covid Pass



You now require an NHS Covid Pass for nightclubs and certain venues as well as for travel abroad. You can obtain this digitally on your phone through the NHS app or via the NHS website. You can show this on your phone, or you can choose to print it off. Alternatively, you can call NHS 119 and ask for a letter. If you call NHS 119 you will need your NHS number. The pass will now include details of your booster within five days of you receiving it.

Here is the link which explains all of this.

<https://www.nhs.uk/conditions/coronavirus-covid-19/covid-pass/>

---

## TOP TIPS: Telephone consultations - Help the Doctor help you



Since Covid, many of us are having telephone consultations with our doctor. In order to make the best use of this time and ensure the Doctor has the necessary information to help you there are things you can do.

1. Prepare and practice what you want to say beforehand. (You might not know exactly when the phone call will come, and this can put you off your guard if you haven't prepared).
2. Have a pen and paper available and your diary just in case you need to arrange a visit to the Surgery.
3. If you have a fever, check your temperature beforehand.
4. Be prepared to explain your symptoms in detail
5. If you have a pain, be very specific where it is e.g., stomach or abdomen, right or left side, below or above tummy button, etc.
6. Be able to describe the intensity of the pain on a scale 1 to 10 where 10 is maximum.
7. Tell the doctor exactly how long you have had the problem.
8. Tell the doctor whether the problem is continuous or intermittent (in which case tell the doctor how often and the last time you had the problem)
9. Tell the doctor if you have had symptoms which are not normal for you? List them.
10. Check you have written down any questions you have. (We often remember things we wanted to ask after we have come off the telephone).

---

## Staying well in winter.



This year, more than ever, we all need to do what we can to keep well during the winter. Some groups are more at risk than others, for example those over 65, under 5 years old or with a long-term condition, but all of us can benefit from taking the advice that is available on the NHS website. <https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/>

In summary the advice is:

- Get advice if you feel unwell, from your GP, Pharmacist, or by calling NHS 119
- Get a flu jab
- Keep warm and hydrated
- Check on vulnerable relatives and neighbours

We all know the pressure that the NHS is under at the moment, but the surgery is open and can deal with the range of illnesses that can affect us in winter so please don't let things go unchecked.

---

## Taking antibiotics when they are not needed puts you and your family at risk



Many mild bacterial infections get better on their own without using antibiotics. Antibiotics do not work for viral infections such as colds and flu, and most coughs and sore throats. Antibiotics are no longer routinely used to treat: -

- chest infections
- ear infections in children
- sore throats

Antibiotic resistance is a big problem – taking antibiotics when you do not need them can mean they will not work for you in the future.

### How long should my symptoms last?

- |                       |            |
|-----------------------|------------|
| • Earache             | 8 days     |
| • Sore throat         | 7-8 days   |
| • Sinusitis in adults | 14-21 days |
| • Cold                | 14 days    |
| • Cough or bronchitis | 21 days    |

If you are not starting to improve by these guide times, contact your GP or call NHS 111

### Antibiotics ARE needed for serious bacterial infections including:

- Sepsis
- Pneumonia
- Urinary tract infections
- Sexually transmitted infections
- Meningococcal Meningitis

To ensure that antibiotics continue to treat these diseases their use has been restricted for less serious conditions.

---

## Social Prescribing

Many of life's problems can make people feel unwell. For example, problems with finances, benefits, employment, or social isolation, to name just a few, can impact on people's wellbeing. For some of these problems, there isn't necessarily a specific medication that will help. However, the right support and signposting can help people out of difficult situations and on path to better wellbeing.

Social Prescribing in the Horsham Central Primary Care Network (of which Holbrook Surgery is a member) enable practice staff to refer patients to a specialist link worker to talk about the issues they are facing and find the right services to support them. Your GP, nurse or healthcare professional may recommend the service for patients if they feel it would better meet their needs.

Social Prescribing gives patients the time to explore what is important to them, identify what they would like to address and then refer them into a range of services to support their health and wellbeing.

Social Prescribing can also help patients to access statutory services, such as Adult Social Care, because of a long-term health condition or disability.

If you would like to know more about social prescribing, or if you feel you might benefit from the service yourself, please speak to the surgery that can put you in contact with the service.

---

### Rapid Lateral Flow Covid-19 Test Kits



You now need to provide a **collect code** when you pick up your tests at a Pharmacy. You can get your collect code by calling 119.

Kits can be ordered online and are delivered by Royal Mail usually the next day. To do this use the following link

<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>

There have been difficulties ordering kits this week and pharmacies have been running out because of high demand. Please persevere you can get them if you keep trying.

### Know Your Doctors

**Dr Anisha Patel**

MB ChB (2002) MRCP DFFP DRCOG MRCGP



Dr Patel trained at the practice and joined us as a salaried GP in September 2015. She became a part-time partner in October 2016. Her

specialist interests are Family Planning and Respiratory Medicine.

Her husband is a Consultant Gastroenterologist, and she has two children.

**PLEASE NOTE Covid-19 information is rapidly changing. Information included in this publication is correct at the time of distribution. For more up to date information on Covid-19 particularly associated with age and the time between injections and booster please refer to the NHS Website.**

*Holbrook Surgery Newsletters are produced by your PPG in conjunction with the practice doctors. If you no longer wish to receive electronic copies, please notify the PPG at [holbrookppg@gmail.com](mailto:holbrookppg@gmail.com) and your details will be removed from our data base*

*PPG Committee Members: Nick Longdon - Barbara Blamires - David Hawkins - David Searle – Ann Valentine*