

CLAREMONT BANK SURGERY

NEWSLETTER

JULY-SEPTEMBER 2020



Coronavirus Update: We are starting to open up more appointments at the surgery. However all appointments to speak with a GP are still being telephone triaged. This means that the GPs are booking their own face to face appointments if they feel it is necessary.

We are still doing essential nurse appointments including cervical screening, dressing changes and children immunisations. If you think you need a nurse appointment then please phone the surgery and we can check if the nurse is able to do what you need.

We have NOT started booking appointments for Flu Injections. This will be around the end of September and we will be contacting patients when we can book you in. To ensure we can contact you when we start booking appointments you can update your contact details by doing an eConsult on our website.

What to do if you have urinary symptoms or need to bring in your urine sample.

There have been some important changes made to the way that the surgery collects urine samples for testing. If you have urinary symptoms that you are concerned about please request a telephone consultation with Mandy our nurse practitioner.

If you are asked to bring in a urine sample please ensure:

- It is in a white topped specimen bottle (this is available from reception). We will not accept a sample in any other container.
- The sample is clearly labelled with your name, date of birth, time and date of the sample.
- You will need to complete a urine sample form with your contact details on it (This form will be provided by reception when you bring your sample to the surgery).
- There may be occasions when we have asked you to provide a sample. Please indicate this on the form.

You will be advised of your initial results by text or telephone within 24 hours. If you have not heard from us by that time please contact us. If your symptoms persist or worsen it is important to contact us or phone 111 if we are not open.

During the past few months we have had some changes to our team.

Firstly, Dr Stapleton (GP partner) reduced his hours to part time. He will be working Monday- Friday every other week.

Secondly, Dr Short, our ST2 doctor who was doing GP training with us has now finished at the surgery. However we have now welcomed Dr Owen. Dr Owen is a ST3 and in her final year of GP training. She is also a fully qualified doctor.

We have also welcomed Dr L Bailey to the practice. She will be working full time.

Finally we have welcomed Sister Mandy Till to the practice. She is our new lead nurse and works Tuesday-Friday.

If you would like to book a telephone consultation then you contact the surgery on 01743 248244.

Requesting repeat prescriptions over the telephone

To request your repeat prescription over the phone you will need to phone the Prescription Ordering Line (POD) on 033 33 583 509. You can call Monday-Friday between 8am to 5pm. Please allow up to 4 working days for your prescription to be ready.

Please note that mornings are the busiest time for this service (especially Mondays) so where possible please consider phoning in the afternoon. Alternatively you can email POD on shropshire.pod@nhs.net. If emailing please include your name, address, date of birth, contact number, and the names of the medication you require.

Requesting a repeat prescription through Patient Access

Another way of requesting a repeat prescription is using Patient Access. If you are not signed up for this you can find a form on www.claremontbanksurgery.co.uk. If you fill in the form and bring it to the surgery with 2 forms of ID (photo and separate proof of address) we can then print off the relevant codes and information for you to create an account on Patient Access. If you are a new patient with the practice and joined us recently you may already be set up for this. If you are unsure please call the surgery on 01743 248244 and the receptionist can have a look for you.

Patient Access is not just for repeat prescriptions. It can also be used for things like booking appointments and looking at test results.

Requesting a prescription through eConsult.

You can also request a prescription through eConsult. This is an online form that you can find on our surgery website (www.claremontbanksurgery.co.uk). You will need to fill in the questions on the form and then submit it. We will pass this onto the GP to action by the end of the next working day.

You can also use eConsult for administrative queries, routine (non-urgent) medical queries and sick note requests. Please do not use this for anything urgent.



World Sepsis Day- 13th September 2020

Every year on the 13th September lots of events are being held worldwide to raise awareness of sepsis. World sepsis day will be a little bit different this year due to COVID-19. There will be lots of virtual events held only to continue raising awareness and fundraise.

WHAT IS SEPSIS? - DEFINITION OF SEPSIS

Sepsis arises when the body's response to an infection injures its own tissues and organs. It may lead to shock, multi-organ failure, and death - especially if not recognized early and treated promptly.

World
Sepsis
Day
13 September



The following symptoms might indicate sepsis:

- **Slurred speech or confusion**
- **Extreme shivering or muscle pain, fever**
- **Passing no urine all day**
- **Severe breathlessness**
- **It feels like you're going to die**
- **Skin mottled or discoloured**

If you suspect that you or someone you know may have sepsis then you must seek **urgent** medical care.

WORLD SEPSIS DAY INFOGRAPHICS



RISK GROUPS

Everybody Can Get Sepsis - Certain People Are at Even Higher Risk



Children Under 1



Adults over 60



People with No Spleen



People with
Chronic Diseases
e.g. Lung, Liver, Heart



People with
Weakened Immune Systems
e.g. AIDS, Diabetes

Infographic: 6/21



Global
Sepsis
Alliance

www.world-sepsis-day.org
www.global-sepsis-alliance.org

September 13th World
2019 Sepsis
Day



Bereavement Support at Claremont Bank Surgery

Are you grieving following the loss of a loved one?


Maybe you feel –

- Disbelief
- Guilt
- Anger
- Loneliness
- Depression
- Unable to sleep, eat or concentrate

These are just some of the common reactions to loss, but the grieving process is also a highly individual, personal one.

If you feel you would like some support at what may be one of the most difficult times of your life, please ask your GP, nurse, or at reception to be put in touch with **BECKY KELLY – COMMUNITY & CARE CO-ORDINATOR**.

BECKY will listen to your experience, and can offer

- Advice on accessing individual counselling services
 - Group support meetings at the surgery- numbers permitting
 - Practical help and advice
- 

World biggest coffee morning Raising money for Macmillan

The World's Biggest Coffee Morning is Macmillan's biggest fundraising event. People all over the UK host their own Coffee Mornings and donations on the day are made to Macmillan. The official date for the World's Biggest Coffee Morning is Friday 25 September, but you can hold yours whenever and however you like – even if you're not in the same room as your guests. In 2019, Macmillan raised an incredible £27.5m and they are aiming to top that this year.

Having a Coffee Morning is the perfect chance to catch up over a cup of tea and a slice of something delicious for a great cause. When you sign up to host a Coffee Morning, you'll get a free fundraising kit full of goodies to help you organize your event. In the kit, you'll receive bunting, cake decorations, recipes, stickers, a collection box and loads more to make hosting your event a piece of cake.

All you need to do to sign up is visit <https://coffee.macmillan.org.uk/> and they will send you your free coffee morning fundraising pack. If you want to contribute but do not want to host a coffee morning you can also visit the above website and find coffee mornings near you to attend. When organizing your coffee morning there are lots of great ideas on the website to plan a socially distanced coffee morning or even a virtual coffee morning.



MACMILLAN CANCER SUPPORT



ORGAN DONATION WEEK

7ND – 13TH SEPTEMBER

Organ donation week promotes public awareness about organ donation and transplantation, it also promotes public awareness about the change to organ donation law in England, and the choices available to people.

Organ donation week also encourages people to share their donation decision with their family and friends.

Many people don't realize that their family's support is needed for organ donation to go ahead, and fewer than half of families agree to donation going ahead if they are unaware of their loved one's decision to be a donor.

The NHS Organ Donor Register is a confidential record of people's organ donation decisions.

It records your choice whether to become an organ donor or not when you die.

- Around 6,000 people across the UK are waiting for an organ transplant
- Only around 7,000 people each year die in circumstances where they can donate their organs
- Everyday across the UK, someone dies waiting for a transplant

The law around organ donation has changed. All adults in England are now considered to have agreed to be an organ donor when they die unless they have recorded a decision not to donate or are in one of the excluded groups.

For more information on Organ Donation visit

<https://www.organdonation.nhs.uk/>.





WORLD SUICIDE PREVENTION DAY

10TH SEPTEMBER 2020

If you are struggling to cope and are thinking about suicide talk to someone. See the next page for people who can help you.

Close to 800 000 people die by suicide every year in the world. Furthermore, for each suicide, there are more than 20 suicide attempts.

Every year, organisations and communities around the world come together, to raise awareness of how we can create a world where fewer people die by suicide.

Suicides and suicide attempts have a ripple effect that impacts on families, friends, colleagues, communities and societies.

Each year has a different theme and focus, to bring to light a specific aspect of suicide prevention.

Suicides are preventable. Much can be done to prevent suicide at individual, community and national levels.

SAMARITANS
116 123
This number
is FREE to call
around the
clock!

Suicide does not just occur in high-income countries, but is a global phenomenon in all regions of the world. In fact, over 79% of global suicides occurred in low- and middle-income countries in 2016.

**SUPPORT IS NON-
JUDGEMENTAL AND
YOU WILL BE
LISTENED TO.**





ARE YOU THINKING ABOUT SUICIDE?

Talk to someone: This could be a friend or family or a confidential and non-judgemental support service.

SAMARITANS will offer confidential listening and support, talking to whoever you want about anything you want to speak about. Tele: 116123.

SHOUT is a free text service. Text 85258 if you are in crisis and feel you are struggling to cope.

MIND can provide a range of support and services for those who are affected by mental or emotional distress. You can phone them on 01743 368647.

ACCESS SERVICE is for anyone already using adult mental health services and needs to speak to someone out of hours. You can also use this number if you are concerned for a family member's mental health. Contact them on 0300 124 0365.

KOOTH offers confidential support dedicated to children and young people. For free, safe and anonymous online support for young people visit this website: www.kooth.com.

BEAM also offer support for children and young people. If you visit their website you can search for your local drop in centre in Shropshire and Telford areas.

www.childrenssociety.org.uk/beam/shropshire.

CHILDLINE is an emotional health and well-being for children and young people. So if you are 25 or under and have something on your mind they are available to listen and support you. Tele: 0800 1111.

YOUR GP can offer support with mental health and help you get in contact with professional help.

If you ever feel you are in immediate danger please call 999

