

## Summer Edition 2020

*Welcome to our July 2020 edition of the practice newsletter, our aim to keep you updated with what's happening in the practice and to let you know we are here for you and your loved ones in times of need.*

### Coronavirus



Coronavirus has impacted all services across the NHS, our day to day lives have been turned upside down and we are all adapting to a new way of living, we may worry about what the future holds and this is a very normal emotion to feel.

To help with these feelings, what can you do to manage those worries through this crisis?

**Be Kind to yourself and others** – Giving to others by volunteering can keep you mentally stimulated and give you a sense of purpose, if you would like to find out more information about volunteering please visit: <https://www.gov.uk/government/get-involved/take-part/volunteer>

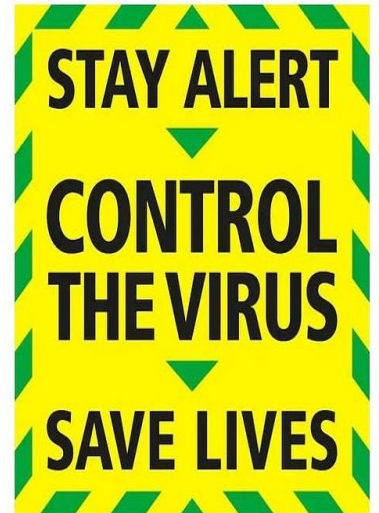
**Look after your Mental Wellbeing** – Taking care of your mind as well as your body is important whilst staying at home. You may feel bored, frustrated or lonely. You may also feel low, worried or anxious, concerned about your finances, your health or those close to you. It is OK to feel this way; everyone reacts differently.

**Remember** this situation is temporary and for most these feelings will pass advice is available at: <https://wellbeingmatters.mpft.nhs.uk/>

## **Coronavirus updates**

Protect yourself and others by following government guidance, stay alert to stay safe. We can all help control the virus if we stay alert.

- Stay at home as much as possible
- Work from home where you can
- Limit contact with others
- Keep your distance if you go out – 2metres
- Wash your hands with hot water and soap for at least 20 seconds
- Self-isolate if you or anyone in your house has symptoms – a high temperature, a new continuous cough (this means coughing a lot, for more than an hour, or 3 or more coughing episodes in 24 hours). A loss or change to sense of smell or taste – this means they cannot smell or taste anything, or things smell or taste different to normal.



### **What's changed in the surgery?**

We are keeping Chasetown temporarily closed for the time being although we have reopened St Chads Surgery.

We ask that you only come into the surgery if you have an appointment.

To ensure we are accessible in as many ways as possible you can

- Book appointments online by Patient Access or by telephone.
- Make requests for prescriptions online, using NHS App or Patient Access, email [darwinmedical.practice@nhs.net](mailto:darwinmedical.practice@nhs.net)

And using new technology...



**Let us help you live a full and active life**

## Online consultations

Our consultations are being carried out by telephone and we are now up and running with our online consultation service, if you haven't used this service yet you can access this from our website <https://www.online-consult.co.uk/org/darwin-medical-practice>

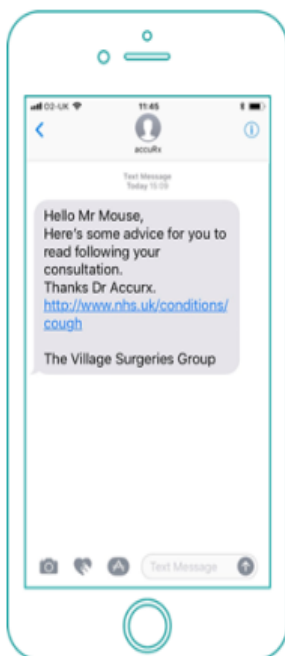


**If a clinician feels you need a face to face consultation, they will book this for you during your telephone appointment.**

## Accurx Chain communication tool

We have launched Accurx which is a patient communication tool that is NHS Digitally approved econsultation system making it safe and useful for you to receive consultations on line from staff at the practice limiting the face to face consultations which aids the spread of the virus.

## We are now using Chain SMS to message patients!



### Chain SMS is...

A system which allows us to easily send text messages to patients. It means we can be much more proactive about some communications, messaging you quickly and securely, so you are not waiting around to hear from us!

### Some examples of how we might use it...

- Reminders or notifications (e.g. prescription ready)
- Letting you know we tried to call
- Informing you of eligibility for vaccinations (e.g. flu, pneumococcal and shingles)
- Sending you advice at the end of a consultation

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Our practice name will always be at the bottom of the message. You won't be able to reply them. Please help us to help you by keeping your number up to date. If you don't want us to contact you in this way, then please let us know.

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## Electronic Prescription Service

We are using EPS (electronic prescription service) to send your prescriptions helping to limit patients attending the surgery. To support electronic prescriptions please download the NHS app or register for Patient Access once you have one of these on line services you can arrange your repeat prescriptions from the comfort of your own home.



## Face masks or coverings

To keep our patients and staff safe we have put strategies in place at Hudson Drive and Lichfield St Chads, so we can continue to deliver the best possible service under such unprecedented times. We ask that you only come to the surgery if you an appointment, then when visiting the surgery you use a **facemask or covering (scarf)** this can help towards the fight of spreading coronavirus. Thank you for your cooperation.

**Wearing is caring!**



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## [Did you know here at Darwin Medical Practice we have our own social prescriber, what is social prescribing?](#)

At its most basic, a social prescription offers the kind of help that doesn't come in a tube or a bottle.

The idea behind social prescribing is to have more control over your own health and find ways to improve how you feel in a way that suits you.

Studies show that patients with social prescriptions get better and feel better faster than those treated with medicine alone. And because it works it's happening more and more.

Through a one to one conversation the social prescriber gives people time to focus on what matters to them. Through shared decision making they create personal goals and personalised support. The aim is to enable the person to feel empowered to take control of their health and wellbeing.

## [What type of things can the social prescriber help with?](#)

Many things affect your health and wellbeing such as feeling isolated, lonely or stressed by work, money and housing problems they also can offer bereavement and relationship support. Due to covid-19 a lot of people are finding themselves falling into hardship, our social prescriber can talk and listen to you and put you in touch with people and activities that might be able to help you and your loved ones find the right support within the area a bit of inside knowledge on your situation and what local resources are available.

## [Who can refer you?](#)

The beauty of this service is you can self-refer via this link <https://www.online-consult.co.uk/org/darwin-medical-practice/topic/1458> or by asking one of our team members to refer you or you can call Jess on 07535913275 leaving your name and contact number and she can get back to you to arrange an appointment.

If you would like more information about social prescribing and what they can do for you, please visit: <https://www.england.nhs.uk/personalisedcare/social-prescribing/>

Or you can email: [England.socialprescribing@nhs.net](mailto:England.socialprescribing@nhs.net)



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## Are you a Carer?

If you're a carer who helps and supports someone who can't manage on their own, we want to ensure you get all the support you need.

To help us identify which of our patients are currently caring for someone we have our Carers Support Policy which includes a form that you can complete, if you do struggle to complete forms our Patient Liaison Officer Alison who is our Carers Champion can help you with this.

There is no charge for this and it's your chance to discuss your role as a carer and what help you may need to:

- Support you as a carer
- Maintain your own health
- Balance caring with other aspects of your life, like work and family, looking at both your current and future needs.

It's NOT about judging the way you are caring for someone, nor should social services assume that you wish to become, or carry on being a carer.

We can also look at the needs of the person you care for. This could be done separately, or together, depending on the situation.

## What can we do to help?

If you are a carer, you might find it difficult to access our services without extra support.

1. Home visits and/or telephone appointments if caring responsibilities mean you cannot leave the person you care for at home or bring them with you to the surgery.
2. Flexibility or priority on appointment times where possible.
3. Support for the person you care for in the waiting room or a private area if you need to bring them to the surgery but would like an appointment in private.
4. Information about local carers support services which may be able to arrange transport and/or sitting services to help you leave home to attend the surgery.
5. An annual health check and a flu jab.
6. Information about your right to a carers Assessment of your own needs as a carer.
7. Advice on safer lifting and other aspects of providing care such as medication
8. Discussing with you what you would like us to do in the event of you or the person you care for having a medical or other emergency.

In some cases caring roles are full time and very demanding. We would like to support you in your caring role where we can. We will avoid making assumptions about the amount of care you wish to take on.

Caring should not be at the expense of your own health and wellbeing. Please tell us how your caring role is affecting you and if you have any support needs.

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## We will try to help you by:

- Respecting your privacy and confidentiality and conducting conversations of a personal nature in private.
- Discussing the benefits of appropriate information sharing with patients who need or may in future need care from a relative or friend.
- Providing you with information about the condition and needs of the person you care for, such as the effects of medication, where the person gives consent.
- Always listening to and respecting the information you give us about your caring role and the needs of the person you care for.
- Providing you with general information about health conditions when you ask for it when we do not have consent from the person you care for to share their personal information.



## Contact Points

Carers Hub Staffordshire Telephone: 0330 1231937

<https://www.carersuk.org/search/carers-hub-staffordshire>

CASS - The Carers Association Advice line: Call on 01785 606675 (Mon – Fri 9am-5Pm)

<http://carersinformation.org.uk/>

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***These are very changing times indeed; sometimes you may feel alone even when surrounded by others, if you need someone to turn to please find the support available.***

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**Helplines:**

**Domestic abuse - use the silent solution Call 999 then press 55**

**National Domestic Violence helpline - 0808 2000 247**

**Staffordshire County Council Covid-19 Urgent support 0300 111 8050**

**CASS – Carers helpline 01785 606675**

**Samaritans Call - 116 123 24Hrs a day 365 days a year**

**Child line – 0800 1111**

**NSPCC – 0808 800 5000**

## Other information

### **Telephone details:-**

Lichfield St. Chads: 01543 412980  
Burntwood Health Centre: 01543 682654 or  
647477

### **Telephone consultations**

Please make sure we have your current mobile phone number. Thank you.

### **Practice Website**

The website is very informative and will keep you up to date with any changes within the current health climate. To find out more please visit us at:  
[www.darwinmedicalpractice.co.uk](http://www.darwinmedicalpractice.co.uk)

### **Facebook**

Visit us on our Facebook page to get up to date information and give us a follow

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



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