

Holbrook Surgery Newsletter

Winter Issue

January 2021



On behalf of the Doctors, Staff and PPG of Holbrook Surgery may we wish you a happy new year and hope that 2021 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.

Covid-19 Vaccination Programme – The Surgery will contact you

It is brilliant that we now have the two vaccines which gives us hope for combating this awful virus. The Surgery is working closely with the other surgeries in Horsham, which form the Horsham Central Primary Care Network [PCN], to deliver the vaccination programme. This is going to be a major task. As of 12.01.21, **755** Holbrook patients from the priority groups have been vaccinated which is a truly massive achievement. In the first few weeks there will be changes but the key message is that the surgery will contact you to arrange an appointment. To help the surgery can we please ask you not to contact them.

HOAX WARNING

It has been brought to our attention that there are currently a number of hoaxes going around about the Covid-19 vaccination.

One is a telephone call with a recorded message “from your Surgery”, invites you to “press one on your telephone keypad, to make your vaccine appointment”. If you then do so, you will be transferred to a premium number, which racks up huge charges to your telephone account.

Another hoax is a text redirecting you to a website asking you to give your personal details. Do not on any account respond to this.

We understand that there are also hoax emails.

N.B The Surgery will contact you direct by telephone to make your vaccine appointment

National Census 2021

On 21st March 2021 the National Census will be taking place. Where possible the census will be carried out electronically but hard copies will be available

STILL OPEN FOR BUSINESS

There is no doubt that the NHS is under very severe pressure at this time, but the Surgery wants us to know that if you have any health problems to please contact them. Some things may have to wait but the Surgery will do its best to respond. One way to help the Surgery maybe is to use the e-consult facility. Please see the item below.

Have you tried e-consult?

The surgery is additionally using the e-consult system. On the surgery’s website you can just click on e-consult if you have any issues that you are worried about. The system will ask you for your details and symptoms and gives you an opportunity to answer some questions. At the end of asking you these questions, E-consult will then refer all these symptoms or issues to a doctor at Holbrook Surgery. (you can choose your own doctor if you wish). It will then send you an email to tell you when you are going to be telephoned by the doctor to deal with the problem. It is a great way of giving the doctor time to consider your problem in advance and to cut down on surgery time so that more urgent cases can be seen face to face.

SUCCESSFUL FLU VACCINATION



This year it was even more important to have a flu vaccination, to protect our immune systems. Flu vaccination is important because:

- if you're at higher risk from coronavirus, you're also more at risk of problems from flu
- if you get flu and coronavirus at the same time, research shows you're more likely to be seriously ill
- it'll help to reduce pressure on the NHS and social care staff who may be dealing with coronavirus

If you've had COVID-19, it's safe to have the flu vaccine. It'll be effective at helping to prevent flu.

The Holbrook Surgery was one of the earliest to get their patients vaccinated in September 2020, with clinics on 19th and 26th for those over 65, and those under 65 with specific conditions. This was followed by vaccinations for children on 17 October and currently those between 50 and 64 are asked to contact the surgery to book their appointment on 01403 339818. This was a great feat for the surgery with doctors and nurses taking part to get efficiently through the well organised socially distanced flow of masked patients at 3-minute intervals. This year, in shifts, the PPG group helped to ensure all patients had their temperature checked and were not experiencing any Covid symptoms. They distributed hand gel and directed them to the right reception desk. Two members of PPG are at the front in the photo.

**Road Closed
here
04.01.2021
for 15 weeks**

Don't forget that the road between the Rusper Road roundabout on the A264 and the Lemington Road roundabout will be closed for 15 weeks from 4th January 2021. You will need to plan your journey to the surgery to ensure you arrive on time for your appointment.

The closure is required for the installation of services to the North of Horsham Development.

BEAKING NEWS

Lane Closures on A264 from 25th January for 3 weeks to install services for North of Horsham Development

Talking Therapies

Around two thirds of people have reported feeling worried by the effect that Covid-19 is having on their lives. This can show itself in anxiety, panic attacks, stress and depression. Conditions like this can often be relieved by the use of various 'Talking Therapies'. The NHS website contains a lot of information about the benefits of these therapies and where they could be appropriate. Simply search the NHS website where you will find the key information to see if they could be right for you.

Therapy can be obtained on the NHS either by being referred by your GP or by referring yourself directly to the NHS psychological therapies service (IAPT) via the following website

<https://www.nhs.uk/service-search/find-a-psychological-therapies-service/>

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 and your details will be removed from our data base

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

Video consulting with your NHS – a quick guide for patients



Increasingly the NHS is using video calls for outpatient consultations. You might find this link useful which gives you information about this.

<https://www.phc.ox.ac.uk/research/resources/video-consulting-in-the-nhs>

NHS 111 First

NHS 111 First now offers a single point of access to urgent care, with escalation to the A&E at East Surrey Hospital if required with bookable time slots for the same day emergency care, the Urgent Treatment Centre at Crawley Hospital, urgent out of hours primary care, community services and mental health.

Key Messages

If you think you need A& E contact NHS 111 first unless it is a medical emergency when you should call 999.

If you go to A&E or the UTC without an appointment, you will be assessed in a timely way by a clinical member of the urgent care team and will receive emergency care and treatment if you need it. If your healthcare needs are not urgent, you may be invited to contact NHS 111 at the hospital to be directed to the most appropriate healthcare setting for your needs

In addition to supporting patients to receive the most appropriate help and support, this also helps to reduce the number of people waiting in health services – reducing the spread of COVID-19.

Slip, Trips and Falls

Every year around 220,000 people over the age of 65 end up in hospital as a result of a fall. Often this can be a life changing experience resulting in a loss in confidence and of independence. Avoiding falls is one of the best ways of retaining an active and satisfying lifestyle in our later years. The main causes of falls are:-

- Wet and slippery floors
- Poor lighting
- Loose floorcovering
- Reaching for high shelves and cupboards
- Rushing to the toilet.
- Falls from ladders

These are all potentially avoidable and are in addition to falling due to medical reasons, such as low blood pressure, poor vision, and dizziness. Most of us will know someone whose life has changed as a result of a fall and will want to prevent it happening to us and our loved ones. Further advice can be found on the NHS and AgeUK websites.



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 111
- Get a flu jab (keep an eye on the Holbrook website to check on availability)
- Keep warm and hydrated
- Check on vulnerable relatives and neighbours
- At this time, it is most important to check for Covid-19 by checking the NHS website <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

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.
