

# HOUGHTON CLOSE SURGERY

December 2020

## Christmas Newsletter

We would just like to say thank you for being so understanding with us this year, it has been a hard year for all of us due to COVID-19. We are still working hard to ensure the safety of the patients and staff are paramount during this time. Our reception area is open for patients that have **pre-booked face to face appointments**. There is a limited amount of seating in the waiting area and we do ask that if they are full, to wait outside.



## Staff News

We are delighted that Dr Horn, Dr Khersonskya and Dr Ajayi have successfully passed all the exams required to complete their GP training and, whilst we are delighted for them all, we are sad that they are leaving us to further their careers. Dr Hargendewal is in the first part of his GP training and will be moving to Shefford Surgery in early February where he will complete his training.

As we are a training practice we will have new doctors arriving in the practice who are fully qualified doctors but are training specifically in General practice.

Claire Hazel, the practice pharmacist, is now working full time with the practice and undertakes medication reviews over the phone and face to face. She will ensure you are taking your medication correctly, discuss any side effects and safety issues regarding your tablets and is extremely thorough in ensuring all the appropriate monitoring has been undertaken. You might be asked to make an appointment for a discussion with her if your medication has not been reviewed recently.

## COVID Vaccinations

Our local Clinical Commissioning Group is currently working on the implementation of vaccination sites in the local area. We currently do not have any further information on how this service will be rolled out and when patients can start to book appointments. As soon as arrangements have been confirmed we will update our website. Please can we therefore ask you to check our website on a regular basis.

## Christmas Opening hours

Thursday 24<sup>th</sup> December

- *Normal Surgery*

Friday 25<sup>th</sup> December

- *Closed*

Monday 28<sup>th</sup> December

- *Closed*

Tuesday 29<sup>th</sup> December

- *Normal Surgery*

Wednesday 30<sup>th</sup> December

- *Normal Surgery*

Thursday 31<sup>st</sup> December

- *Normal Surgery*

Friday 1<sup>st</sup> January

- *Closed*

## Out of hours

Please call [NHS 111](https://www.nhs.uk) for all medical advice or [999](https://www.nhs.uk) for emergencies.

## Christmas Prescription Ordering

We would like to remind all our patients to order their medication in good time; we require three full working days to process prescription requests.

Details of pharmacies open over the Christmas period will be displayed on the front door of the surgery.



## Nurse Practitioner

Our Nurse Practitioners are able to deal with many minor illnesses and can also prescribe.

Some of their appointments are pre-bookable, but many are reserved for 'book on the day'.

They offer an excellent alternative to our Emergency duty clinic for patients

Suffering from minor illnesses.

Please find below a list of some of the conditions they can treat -

Backache

Migraine

Chest infections

Earaches

Nappy rash

Hayfever

High Temperature

Urine infections

Emergency contraception

Rash/ Eczema/Impetigo

Sore eyes

Gynaecological Problems

Sore throat

Sprains

Stings/bites

Stomach and bowel problems

Sick notes

Asthma Reviews

## Practise nurses/ Health Care Assistants

These appointments are not available to book online, please ring the surgery to book for the below appointments.

### Health Care Assistants

Blood tests

INR monitoring

Flu vaccinations

Wound Care

Blood pressure

### Practice Nurse

Wound care and assessments

Childhood immunisations

Cervical screening

Diabetic reviews

Heart reviews

Travel consultations and immunisations

INR monitoring

Vaccinations (Flu, pneumonia, shingles)

Contraception

Injections

## Emergency Doctor/Duty Doctor

In addition to offering routine pre-bookable and on the day appointments with our doctors we also hold a daily **EMERGENCY** duty doctor clinic.

The purpose of this clinic is to enable our patients, who have a sudden unexpected medical issues which they feel **CANNOT** wait until another day to have an on the day appointment.

Appointments are booked in order throughout the day and whilst patients are given an appointment time it is explained to them that they may experience a delay in being seen or called. The reason for potential delays is that our Emergency Doctor has to deal with **all** emergencies that come in during the day. This can include having to go out on urgent house calls in the middle of a surgery; dealing with urgent telephone calls with patients, and other healthcare professionals and of course seeing all of our registered patients who feel they need to be seen on the same day.

## e-Consultations

We are excited to announce that we have just launched 'eConsult' for our patients. The service is available on the practice website. It allows patients to ask for advice about their health conditions and symptoms or request sick notes via an online consultation form. Patients can also request administrative help or get general advice.



You can complete an eConsult at any time day or night ,7 days per week and we will get back to you by the end of the following working day with the next steps (e.g an econsult submitted on Sunday would be responded to by Tuesday at 18:30). We may respond by message, text or telephone call so it is vitally important to ensure that your mobile numbers are kept up to date.

You can go to our practice website, click on 'eConsult – Consult your GP online' and tell us what you want advice or help for. Then fill out a quick online form and the practice will get back to you by the end of the following working day with the next steps. This means you will not need to come into the surgery unless the GP requests a face to face appointment. You may receive a call, email or text from the surgery with the next steps or to let you know your prescription is ready to collect.

## New Urgent Eyecare Service

A new Urgent Eye Care Service (CUES) is now available in Bedfordshire and Luton.

If you have a new minor eye care problem that needs urgent or emergency care you can be assessed and treated by opticians as part of our Urgent Eye Care Service. All adults and children over the age of 2 registered with a local GP in the Bedfordshire or Luton areas can use the service for free. Children under 16 years must be accompanied at their appointment by an adult. The COVID-19 pandemic has had an impact on the availability of a number of routine health services. The NHS is keen to ensure urgent eye care is delivered safely in the community through remote triage and consultations (by telephone or video), to minimise face to face appointments and make use of technology to reduce patient-practitioner contact time. The Urgent Eye Care Service will reduce pressure on busy GP practices and hospital eye services / ophthalmology departments by making use of the network of local opticians in our area to treat urgent and emergency minor eye care problems. Typical conditions that can be treated under the service include; a red or painful eye, removal of foreign body, sudden loss or change in vision, flashes and floaters and dry eye or gritty uncomfortable eyes.

For more information on the new urgent eye care service please visit our website.

***Wishing you a very  
Happy Christmas and a Peaceful  
New Year  
from  
All the Partners and Staff at the  
Surgery***

