

PATIENT
NEWSLETTER

SEPTEMBER 2021

askmyGp
7.30am–12

The Practice is continuing to use askmyGP to be able to deal with the increasing workload. This makes requesting help from your GP easier and for many patients more convenient.

You are able to send a request on any medical matter to a GP or Clinical Practitioner Monday-Friday between the hours of 7.30am-12. When extremely busy and the clinicians have reached capacity this can be switched off earlier.

If you require Urgent attention once askmyGp has been switched off please telephone the practice on 01476 579494 and your request will be passed to the Duty clinician for assessment.

If you do not have access to the internet you can simply call us and the reception team will be able to take your request and this will be forwarded to the clinician for a response.



Facemasks are still required when visiting the practice. We will continue to ask you to wear a face covering when you come into the practice, and to follow social distancing and hand sanitising measures. We have vulnerable patients and we need to ensure we continue to protect people as best we can.

Thank you for your continued understanding and support

Flu clinics

Unfortunately we have been informed by Seqirus, who manufacture the flu vaccine, that our delivery of flu vaccines will be delayed due to road freight challenges. This means that we have had to reschedule some of our flu vaccination clinics. We appreciate this will cause inconvenience and hope that patients will understand this is totally out of our control.

Over 65 years: Saturday 16th and 30th October 8-12.30

Wednesday 3rd November 2.5.30pm

Under 65 years at risk groups and 50-64 years: Saturday 6th November 8-12.30

Tuesday 9th November 2-4.30pm

PRIMARY CARE NETWORK COVID IMMUNISATIONS GIVEN



1ST DOSE ALL COHORTS	90.1%
2ND DOSE ALL COHORTS	82.4%

COVID VACCINATION STATUS

COVID-19 vaccination status is available for people living in England, for international travel, via the NHS App or by calling 119 to request a letter copy. In addition, it is now possible to request a copy of the letter via the NHS website - <https://www.nhs.uk/conditions/coronavirus-covid19/coronavirus-vaccination/covid-status-letter/>. We are advised that it may take up to five working Days to arrive by post. Patients should wait five working days AFTER they have had their second dose for the system to be updated.

COVID-19 BOOSTERS

A third Covid-19 booster vaccination is to be offered to the clinically vulnerable and the over 50's. Our Primary Care Network have started sending out texts with a link to book your appointment at The Meres.

If you are 6 months from your second vaccination and not able to book via text Please contact the Surgery so an appointment can be made for you.

Members of the clinical team

Dr Ian Allsebrook
Dr Farooq Pirwani
Erica McKee Clinical Practitioner
Nisha Ladva Clinical Pharmacist

We would like to welcome

Steph Dobney Primary Care Co-coordinator, Steph is a Registered Nurse whose clinical role is to support patients, particularly those that are frail and vulnerable and helps reduce those at risk of unplanned hospital admissions. She works in the Practice and the community, alongside the Neighbourhood team.

Nicola Pretty Clinical Practitioner, Nickey is a highly skilled clinician and can deal with most health conditions and illnesses. She can prescribe medications and refer patients for treatment from other health services.

We wish Claire Dodwell Clinical Practitioner, who has now left the Practice, every success in her new venture.

**Harrowby
Lane
Surgery**

Telephone

**01476
579494**

Services to help with your health care



NHS 111 – for urgent medical concerns

Think you need medical help right now? NHS 111 is available online, as well as over the phone!

NHS 111 is much more than a helpline – if you're worried about an urgent medical concern, call 111 or visit 111.nhs.uk



Ask your Pharmacist for advice

Don't wait for it to get worse, you can ask your pharmacy team first. They are there to help you by consulting with them about minor health concerns.

Community Pharmacists are healthcare experts who can give clinical advice about all sorts of illnesses and if Symptoms suggest it is more serious, will ensure you get the help you need

Extended hours

Run between **18:30 and 20:00 weekdays** and **09:00 and 12:00 Saturday and Sunday** and are available on bank holidays and across the Easter, Christmas and New Year periods.

Appointments are for pre-bookable, non-urgent consultations with GPs and Nurses and Physiotherapists.

The service is being delivered at the **St Peter's Hill Surgery** and managed by a federation of GPs in the Grantham area. This means that your appointment could be with a health professional from any of the federation practices.

To arrange an appointment, please speak to your practice receptionist.

When booking an appointment you will need to consent to a Consulting Clinician that may not be your own GP viewing and updating your health record.



Cervical screening can prevent potentially harmful cells from developing and stop cancer before it starts. So don't ignore your cervical screening invite. If you missed your last one, book an appointment at reception today. To find out more, visit [nhs.uk/cervical screening](https://www.nhs.uk/cervical-screening)

ONEYOU LINCOLNSHIRE

SELF REFER FOR HELP WITH

SMOKING: 

WEIGHT LOSS: 

GET ACTIVE: 

DRINK LESS 

TELEPHONE 01522 705162 or www.oneyoulincolnshire.org.uk

The Friends and Family Test

"We need your feedback"



PPG

The aim of a PPG is to represent patients' views, support diversity and to work in partnership with the Practice to improve common understanding

Testimony from Debbie Abrams PPG Member

"I have been a member of the Harrowby Lane Surgery Patient Participation Group for 3 years. I saw a notice in the surgery and made an enquiry as I didn't know what was involved. Since then I have regularly attended meetings which are usually held about every 3 months.

What does the PPG do you may ask and what would I be expected to do if I volunteer. Well we just bring ourselves and our experience and views and talk about things. The Assistant Manager updates us on what is working well and also if there are some things that could be improved on. We are asked for our input into new developments and all our comments seem to be appreciated and carefully considered.

If there is an overall aim, I think it is to help to continually improve things at the surgery. So in freely giving a bit of our time, we hope that in some small way we help with the very crucial and valuable work of the surgery team for the local population."

For more information about how to get involved please ask for Nikki Assistant Manager or email Nicola.Walker30@nhs.net