



Spring 2021

Practice Update

I am delighted to announce that we have recently recruited new staff members to join 'Team Summervale'

Dr Aimee Hobbs- Salaried GP

Mauricio Giraldo– Emergency Care Practitioner (ECP)

Sarah Cutler - Operations Assistant

Summer Coombes - Reception Team Leader

Angie Joy - Receptionist

We continue to offer an 'on the day' contact Monday to Friday, for acute problems; your problem may be dealt with by any member of our Acute Care Team; Nurse Practitioner, ECP, Advanced Nurse Practitioner or GP. Please note that routine matters may not be able to be dealt with on the day you contact us. We are providing routine telephone calls and video consultations with the clinicians but **all** face to face appointments are booked by the clinician themselves. The Receptionist is unable to book these for you.

Donna Noyce, Practice Manager

TRAINING PRACTICE SUCCESSES

At the beginning of 2021 GP Registrars Dr Adeyomo and Dr Nwafor both completed their periods of training at Summervale Surgery. Our GP Registrars are all qualified doctors -they have usually spent several years working in a hospital before training to become a GP through a period of working and training in a practice such as Summervale. We are proud to be able to support doctors in their training as GP's! Dr Sheila Emenyonu, Dr Helen Jarrett and Dr Ruth Spedding continue their placements with us.



Dillington House is now the designated venue for Covid-19 vaccinations for patients registered with a GP in the Chard, Ilminster and Langport area.

To ensure a smooth flow of traffic they are operating a one-way system—so if you are attending for your Covid-19 vaccination you will need to use the Whitelackington entrance (postcode TA19 9EH). Please arrive 5 minutes before your appointment and marshals will direct you to the vaccination hub.

For those who are less mobile, Community Transport South West have increased capacity to supply transport for Covid-19 vaccinations.

They can be contacted on 01935 477399 (please note their service is chargeable).





Your Covid Recovery

We are aware that there are a number of people locally whose lives have been severely impacted by Covid-19 infection.

Whilst Covid-19 has certainly impacted all our lives, we must give special consideration to those suffering long term symptoms following Covid-19 infection. Although most people make a full recovery within 12 weeks, for some people symptoms can last much longer. These symptoms are wide ranging, including extreme tiredness, joint pain, shortness of breath and prob-

lems with memory or concentration.

To this end, the NHS has launched an online recovery programme to support people as they come to terms with the impact of this virus on their health and undertake a journey of recovery. If you, or someone you know would benefit from referral to the programme please do get in touch or visit www.yourcovidrecovery.nhs.uk/app/

If you are at all affected by other issues relating to Covid-19, there is plenty of help at hand— a good source of information is the Somerset Coronavirus Helpline—call 0300 790 6275: this line is open 8am—6pm, 7 days a week.

'At Summervale we have worked really hard to provide a safe environment for patients and staff alike and ensure that services continue to be delivered in a safe and effective way'

Rosie Barton, Advanced Nurse Practitioner

VOLUNTEERS HELP IN THE VACCINE ROLL-OUT

Summervale staff wish to express a hearty thank you to all the volunteers who have helped over the last few months at the Covid-19 vaccination clinics. So many patients have commented how well organised they felt the clinics had been and the volunteers have played an integral role in making this happen.

These volunteers have manned the car park, in all weathers, to prevent queues of traffic. They have cheerily greeted patients arriving for vaccination, answering queries and calming anxieties. They have helped look after patients post Pfizer vaccination with patients requiring a 15 minute wait in the queue.

You are all absolute stars!

ON-LINE SERVICES TO HELP YOU

Patient Access

Patient Access is an on-line system that allows you to order your repeat prescriptions at your convenience. To register for Patient Access, you will need to show some photo ID, i.e. passport/driving license. The Receptionist will find you on our computer system and print out your pass codes and registration instructions. Once you have the pass codes and instructions you can connect to the website via our home page and order your repeat prescriptions at any time of day or night .

Next time you have a health concern why not complete an online consultation (available on our practice website)... in your own time, from the comfort of your home, to avoid coming to the surgery or waiting on the phone.

Online Consultation is an online triage system and it mirrors the questions that a GP would ask in a face to face consultation. Once the online consultation has gathered the information from you it will send it to us. The information is then reviewed by a **Clinician** at our surgery who will respond to you accordingly.



NHS

FEELING LOW? GETTING ACTIVE COULD MAKE A DIFFERENCE

Take our free Mind Plan quiz now and discover simple steps to look after your mental wellbeing.

Search Every Mind Matters

Better Health every mind matters

HAVING HEART - CARING IN THE COVID WORLD

This winter has been tough on all of us. The challenges of lockdown, mental health issues, home schooling, money worries, missing our friends and family and, for many, feelings of isolation have all taken their toll. Often, in the midst of our worries, we neglect our own physical health. But as we emerge from lockdown with a much brighter springtime ahead of us, Summervale Advanced Nurse Practitioner *Rosie Barton* reminds us all how important it is to look after—and improve—our health and wellbeing.



The NHS has created 24 instructor-led fitness videos to help us all get moving, whatever your level of fitness. This includes a range of pilates and yoga (including pre- and post-natal yoga and pilates for people with back pain) and fun aerobic videos such as belly dancing and La Bomba dancing! Why not give it a try from the comfort of your home. Visit

www.nhs.uk/conditions/nhs-fitness-studio/

Every Mind Matters is an initiative to help all of us look after our mental wellbeing. This website helps us understand how life changes can affect our mental health and gives you simple and practical advice to get a healthier mind and get more out of life. Visit www.nhs.uk/oneyou/every-mind-matters/



TALKING Therapies

If you are struggling, **talking therapies** are effective and confidential treatments delivered by fully trained NHS practitioners to help with common problems like stress, anxiety and depression.

Your GP can refer you, or you can refer yourself directly. Rest assured it is totally confidential. To find out more visit: www.nhs.uk/talk

YOUR SURGERY: YOUR VIEWS

SUMMERVALE PATIENT PARTICIPATION GROUP (PPG)

Summervale Surgery's PPG is a group of volunteer patients who have an interest in the services provided to them and support us as we continue to put our patients, and their improving health, at the heart of what we do.

The group work in a positive way to help us make sure we meet our patients needs and provide ideas to help us improve our services.

We would be delighted to hear from any patients who would like to become involved! You could become an integral part of the group or simply respond to us with your views on certain topics periodically.

For more information please contact Donna Noyce, Practice Manager on 01460 52354 or visit the Patient Participation Group section on our website.



MYTHBUSTERS

Our ways of working have had to change and adapt over the past year... but Summervale has risen to the challenge and we now operate a very effective system of telephone, video and on-line services in addition to face-to-face appointments, when necessary. Here are some common myths (and facts) busted for you!



I can no longer get a face-to-face appointment with a GP

Yes, you can... but only when a clinician deems it necessary. If you call for a GP appointment you will initially be offered a triage call from a clinician and they will decide if you will need to be seen face to face. By preventing unnecessary visits to the surgery, we help to keep everyone safe.



I can't order prescriptions using my repeat prescription slip

Our post boxes are back up and open for paper prescriptions! However, if you have access to the internet, Patient Access (see Page 2) it is a much easier and more convenient way of ordering repeat prescriptions.



I have had my Covid-19 vaccination, why am I still being asked questions before I come into the surgery?

Although the Covid-19 vaccine reduces the chance of you getting a severe case of the illness, as with any vaccine, it is not 100% effective. Even after your vaccination, you could still contract the virus, be asymptomatic and potentially transmit it to others. Therefore we will continue to ask you if you have had any Covid-19 symptoms (or contact with anyone who has) and take your temperature before you enter the surgery for an appointment—even after you had received your vaccination.

Summervale Surgery
Canal Way
Ilminster
TA19 9FE

Tel (General)
01460 52354

Tel (Dispensary):
01460 53049

BE POLITE TO THE TEAM...

WE'RE WORKING HARD FOR YOU

Please be kind to our staff during these difficult times—we are all working hard to look after you.

Summervale has a zero tolerance of abusive behaviour— although this is something we rarely see. Please remember we are all just ordinary people dealing with an extraordinary situation as best we can.

So, if your wait is slightly longer than normal, if you are asked to wait outside for your appointment or if it is cooler in the surgery than normal we can only apologise - we are working exceptionally hard to keep our patients and staff safe by implementing extra infection control measures inside the surgery (hence things can take much longer than usual) and making sure there is plenty of fresh air to ventilate our building.

