



Practice Update

Summer 2021

A SUMMER SURGERY UPDATE

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

Olivia Sutton - HCA

Sandy Logan - Dispenser

Sally Tutton - Reception Team Leader

THANK YOU

Can I thank you all for your support and understanding whilst we continue to provide patient services during the Covid pandemic. We will be continuing to wear surgical face masks whilst in the Surgery and politely ask that all patients/visitors unless exempt continue to do so to minimise risk to both our staff and patients.

Donna Noyce (Practice Manager)

TRIAGING

It's now been well over a year since 'total triage' was introduced in response to government guidance at the start of the first lock down and we had to quickly adapt to new ways of working. However, 15 months on and we are moving towards our 'new normal' - which includes more face-to-face appointments here at Summervale Surgery.

Although it is now recognised that many patients prefer the ease of access that remote consulting brings, we also appreciate many patients prefer to see their GP face to face, where clinically appropriate.

The majority of our patients are now waiting for their booked appointment in the waiting room rather than outside—although 2m social distancing and face coverings are still required.

Careful planning is required to keep our patients and staff Covid safe whilst finding the most effective way to consult with our individual patients. So the future is likely to be a healthy blend of remote consulting and face to face appointments and finding the right balance is key for staff at the surgery right now.

STAFF MEMBER HITS THE HEADLINES!

Summervale staff member Felicity Cooney and her fiancé Freddy Bevan hit the headlines recently and learnt the true meaning of ‘going viral’! Their story has appeared in papers all over the world and they were even interviewed on BBC Breakfast News!

Felicity and Freddy are both devoted veterans of Glastonbury Festival, with Felicity first experiencing it when she was just a baby. With their shared love of the festival, it was only fitting that they got engaged last year under the empty Pyramid Stage at Worthy Farm.

Although Glastonbury was unfortunately cancelled again this year, they were determined to still celebrate what would have been Glastonbury weekend, with Felicity's brother-in-law even building them a model of the famous stage in their back garden!

Felicity and Freddy are planning a Glastonbury themed wedding next year so watch this space for more photos of the happy couple—we can't wait!



CONFIDENTIALITY

Sometimes friends or relatives (especially parents or spouses) wish to deal with medical matters -including making appointments - on behalf of a patient. Whilst this is universally motivated by good intentions, please be aware we are required to maintain the confidentiality of our patients with only a few, very specific, exceptions. Parents should be aware this includes children too, once they reach 16 years of age.

So please do not think we are being difficult-but to protect the confidentiality of our patients we will not disclose our identity/location on the phone until we are certain we are speaking with our patient . It is also the reason our outgoing phone number will show as ‘Private’ or ‘withheld’ when we call.

If , as a patient, you are happy for us to discuss your medical matters with a Third Party (most usually a relative) we will need this in writing but feel free to contact reception to discuss this in more detail.



YOUR COVID-19 VACCINATION STATUS



Patients with plans to travel abroad this summer may be looking to obtain proof of their Covid-19 vaccination status.

Unfortunately GP surgeries are not authorised to provide letters as evidence of your vaccination status. They must be obtained in one of the two following ways:

Digitally—through the free NHS App. This app can be accessed through mobile devices such as a smartphone or tablet. It is recommended that you register with the App before booking international travel.

By letter—you can call the NHS helpline on 119 and ask for a letter to be posted to you. This must be at least 5 working days after you have completed your course of the vaccine. The letter may take 7 working days to reach you.

If you have received Covid-19 vaccinations abroad we can record them on your health record locally but, unfortunately, at present they will not appear on the NHS App.

TOP TIP: PROTECT YOUR SKIN THIS SUMMER

The staff at Summervale want all our patients to be Sun Smart this summer to help prevent skin cancer—one of the most common cancers in the UK. Here are our top tips:

Try to stay in the shade when the sun is strongest—between 11am and 3pm or, if you can't, make sure you covering up with loose, cool clothing (cotton and linen are ideal), a hat and sunglasses.

Always regularly apply sunscreen with a sun protection factor (SPF) of at least 15. Make sure the product is not past its expiry date.

If you swim, remember to re-apply sunscreen afterwards. Even 'waterproof' sunscreens can wash off and although you may feel nice and cool after a dip in the pool your skin can still burn.

If you do get sunburn, painkillers such as paracetamol or ibuprofen (if you are able to take them) will ease the pain by helping to reduce inflammation. Sponge sore skin with cool water then apply soothing after sun or calamine lotion, If you feel unwell or the skin swells badly or blisters, seek medical help.

Childrens skin is easily damaged by the sun. Choose sunscreen formulated for childrens and babies skin and apply regularly to all areas not covered by clothing—remember the face, ears, feet and backs of hands. Teach young children how to apply sunscreen—they will have to do this at school on their own!

Protect your eyes from the sun too. Wear sunglasses that have the CE Mark and British Standard (BS EN ISO 12312-1:2013) with 100% UV protection.

If you have lots of moles or freckles, you are more likely to develop skin cancer so you need to take extra care. Keep an eye out for changes in your skin (for example if moles or freckles get bigger or bleed) and report these to your doctor without delay. Skin cancer is much easier to treat if it is found early. Lets all stay safe, be Sun Smart, and enjoy the sunshine this summer!

SPOTLIGHT ON CERVICAL CANCER

June 14-20 was cervical screening awareness week — Cervical screening (formerly known as a smear test) is currently offered on the NHS to women between the ages of 25 and 64 and it can be a life-saver.

Whilst we appreciate having a smear isn't something that some patients look forward to, it's actually really quick to perform and our nurses do it all the time so there really isn't anything to worry about—it's run-of-the-mill for us but is incredibly important in order to detect early pre-cancerous changes and deal with them promptly. Still uncertain? Jo's cervical cancer trust is an excellent source of information and reassurance. If you know you are due or overdue

for cervical screening please do give us a call to book.



YOUR SURGERY: YOUR VIEWS

WE REALLY NEED YOU! SUMERVALE PATIENT PARTICIPA- TION GROUP (PPG)

Summervales PPG is a group of volunteer patients who have an interest in the services provided and help us ensure we continue to put our patients, and improving health, at the heart of what we do.

Thank you to those who have already contacted us, we will be in touch shortly as we hope to re-start meetings soon. But we would be delighted to hear from even more people who would like to become involved!

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



DIGITAL WAYS YOU CAN TAKE CONTROL OF YOUR HEALTHCARE - WHEN IT SUITS YOU....

Patient Access

If you haven't yet registered with Patient Access, it is a great idea to do so. You will only need your basic details as well as an email

address to register and you can use this App from a home computer as well as a tablet/mobile phone. Once registered you will need to show proof of identity to our reception team and then you can link your account to the surgery to enjoy the full benefit of this App. Give it a try!



The other great App to have handy is the **NHS App**. You can order repeat prescriptions, book appointments, get health advice and view your health record. You can also register your organ donation decision, view your NHS number and many other things relating to your healthcare.

I use the NHS App to check my blood test results

Your NHS, your way
Download the NHS App 😊



Worried about something? Remember you can complete an E-Consult via the Summervale Surgery website. Just click on the Online Consult icon and you will be guided through submitting an e-consult to us. We aim to respond within 2 working days.

Changed your address or phone number? You can update any of your personal details (including your address and telephone numbers) by completing the online form on our website—it's quick and easy to do and means that this job can be done at your convenience. Just visit www.summervalesurgery.co.uk and click on *Forms* and then *Change of Details*.



FACE
Has their face fallen on one side? Can they smile?

ARMS
Can they raise both arms and keep them there?

SPEECH
Is their speech slurred?

TIME
To call 999 if you see any single one of these signs

WHEN STROKE STRIKES, Act F.A.S.T.

Act F.A.S.T. help us help you



NHS

BEEN COUGHING FOR THREE WEEKS OR MORE?

CONTACT YOUR GP PRACTICE
Your NHS is here to see you, safely.

Clear on cancer help us help you

Sayyada Mawji, GP

MEET ELLIE BRUNT

YOUR LOCAL CCS VILLAGE AGENT



somerset **village** &
community agents
part of CCS

What is a Village Agent?

The Village Agent service is part of the Community Council for Somerset (CCS) and offers free, confidential, practical support to **anyone** in need, including community groups. We are local, problem solving solution finders! I love the challenge of making a positive impact in my local community for people who need it most – and in an area in which I have grown up in and love. It is very rewarding when a plan comes together, and a person's life is enhanced by the work I have done. I also love to chat! If needed, I work closely with your local GP surgery and the Adult Social Care team, so you have well rounded support.



Sounds Interesting but WHO can they help?

A Village Agent can help if...

You are an unpaid Carer or looking after someone else informally & need a little help & support – for you and the person you care for.

You are struggling with a problem that can be fixed or improved by accessing the right people or services in the local community, but don't know where to turn.

You live alone and are feeling lonely and isolated.

You are part of a community with a collective problem & need a kick start to solve.

It doesn't matter how big or small the problem, we are here to help.

OK that's great – but HOW exactly can a Village Agent help?

It's probably easier to list the things Agents CAN'T do! We don't like to pin down exactly how an Agent can help, as each person's situation is unique, but generally to make someone's everyday life better with the right connections, access to food, emergency funding or practical community-based solutions. A few recent examples are:

Supported clients to access transport so that they can attend their vaccination appointments.

Delivered food to families and individuals who are shielding or isolating & set up an arrangement with the local food bank to supply food to clients.

Source & arrange delivery of white goods, furniture & household items to people in need.

Made sure that the clients are supported to get the financial help they need.

Arranged translations for clients who don't speak fluent English but need our support.

Supported people who need help collecting prescriptions.

Conducted welfare calls on behalf of local GP's to ensure clients are safe and well.

Gave emotional support to people who are feeling isolated and lonely.

Supported people & **particularly unpaid carers** by brokering a microprovider who can help with daily living tasks to alleviate some pressure & provided respite meals for Carers.

Supported elderly Somerset residents to 'survive winter' by making sure that they have sufficient heating and cooking facilities. Distribute Surviving Winter grants.

Gifted refurbished mobiles to people who are cut off from their family & friends.

Helped people to get home from hospital or temporary accommodation.

Found & made connections between clients & the right community-based support.

**If you think I could help you in any way please call me on 07985 680228
or you can email me: eleanorb@somersetccc.org.uk**

STAYING HEALTHY FOR STAFF AT THE SURGERY



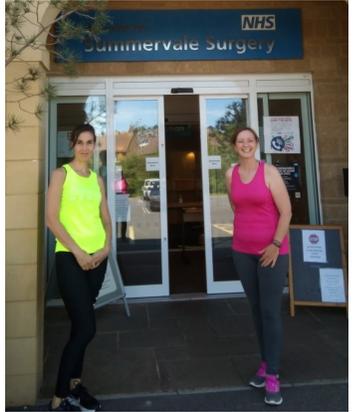
Doing your best to stay fit and healthy, whatever your stage of life or personal situation, is something we should all try to aspire to –although it can be much easier said than done. Often we find our patients struggle to juggle the demands of work and/or family life, leaving little time for regular relaxation, never-mind regular exercise.



However, in this newsletter, we talk to two staff members about how they manage to squeeze regular exercise into their daily routine.

Karen Tucker and Sarah Cutler are both mums with busy family lives to contend with in addition to working full-time in the administration team here at Summervale. Sarah says ‘ Our jobs at Summervale can be quite demanding but they are also quite sedentary with many hours spent busy at our desks. So we decided to put our lunch hours to good use and earlier this year started jogging for about half an hour each lunchtime.

Karen and Sarah have been enjoying their lunchtime runs (and a good old natter en-route!) for about 5 months now, and both feel much fitter and healthier. Karen says ‘I can’t believe how much better I feel in the afternoons (even on a Friday!) having been out in the fresh air. It really does give you a sense of achievement’.



So try to think about how you could incorporate physical activity into your routine—just 30 minutes 5 times a week is proven to have tremendous mental and physical benefits and can be great fun too!

The NHS recommend adults should aim for 150 minutes of moderate intensity activity (e.g. brisk walking, dancing) or 75 minutes of vigorous intensity activity (e.g. jogging, swimming, hiking uphill) each week . Children should aim for an average of 60 minutes of moderate intensity physical activity each day across the week.

OUR THOUGHTS ON CLIMATE CHANGE

We all know that the health of humans and the health of our planet are inextricably linked— put simply, a healthier planet means healthier people.

Here at Summervale we are currently looking at yet more ways we can minimise the carbon footprint of not only the surgery building but also the carbon footprint arising from the activities which are intrinsically part of our busy GP surgery.

Over the coming newsletters we will keep you updated with improvements we are making to try and become greener, more sustainable, reduce our carbon footprint and ultimately improve the health of our patients and the planet. Watch this space!

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