

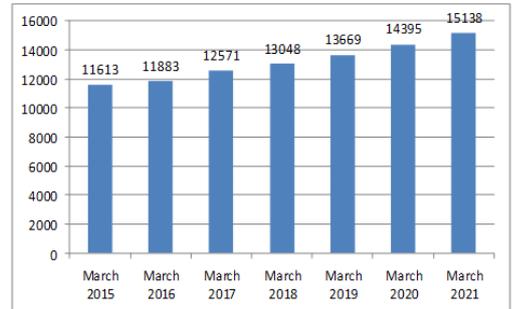


Chineham Medical Practice Newsletter

Issue 13: June 2021

Changes at Chineham Medical Practice

We have completely changed the way that we work since March 2020 by moving to telephone, video and online consultations first. This allows patients to tell us more about their problem and we are also able to signpost more effectively to the most appropriate source of support. We can now offer appointments with clinical pharmacists, physiotherapists, mental health workers for adults and children, health and well being coaches and community connectors. These are a great help in managing our increasing patient population (see table) and our receptionists can help you in finding the service that is right for you.



We would like to emphasise that we will always see patients face to face when that is needed. We have learnt, however, that a face to face appointment is only necessary for about one in four of our patient contacts. We continue to provide all of our normal general practice services and you are encouraged to access childhood vaccinations or cancer screening services, for example, as you would normally have done. If you are worried about your health, please don't delay in making contact.

Sun awareness

The NHS has the following advice for staying well in the Sun. (1) Spend time in the shade between 11am and 3pm (2) make sure you never burn (3) cover up with suitable clothing and sunglasses (4) take extra care with children (5) use at least factor 30 sunscreen. See www.nhs.uk/conditions.

COVID-19 Vaccination Programme

The vaccination programme has been continuing at pace in recent months. At present, the service is being provided on two sites: Hampshire Court Hotel and Jameson House (across the road from the Hotel). From the middle of June, it will just be the second of those venues that is used. After a huge effort from so many people, and with great uptake from our patients, we have reached (at the time of writing) those aged 25 and above. The work will continue through the Summer. We have, as yet, no news on whether a booster programme will be established.

NHS 111 App

Patients can now use the #nhsapp, a simple and secure way to access a range of NHS services on your smartphone or tablet. After registering, you can use the #nhsapp to get health advice, book appointments, order repeat prescriptions, view your GP health record and more. It can also be used to verify your vaccination status. For more information go to www.nhs.uk/nhsapp

Mental health support for young people

An online service is now available to support the well-being of young people. Kooth is a free online counselling and emotional wellbeing support service. It offers young people aged 11 - 25 years (up to their 26th birthday) a safe and secure means of accessing support with their emotional health and wellbeing needs. The service is provided by a professional team of qualified counsellors. To sign up, please visit www.kooth.com. The practice is also able to offer some youth counselling, in-house.

Help with sleep

Many of our patients have been having difficulty with their sleep at the moment. We're pleased to be able to offer you Sleepio, an evidence based digital treatment for insomnia, which can be accessed free of charge. To learn more about the service, and to register if you are interested, please visit <https://go.bighealth.com/sleepio>

How can you access our help?

1. Use the practice website (eConsult) or telephone the practice to book appointments
2. Order prescriptions online or through our dedicated email (nhccg.chinehamprescriptions@nhs.net)
3. Send us information to help us to manage your long-term conditions when we send out surveys by text or do your own medication reviews through eConsult
4. Ensure that your telephone numbers and email addresses are up to date—it really helps us to contact you if we need to do so.

Health and Well-being Coach

In previous newsletters, we have introduced the work of our community connectors (also known as social prescribers) and our First Contact Physiotherapy service. Patients can also access Andy Parkinson, our Health and Well-being Coach.

Health coaching can help you make changes relating to diet, physical activity, and exercise. It can also give some help with stress, low self-esteem, and low-level anxiety.

If you are referred to the Health & Wellbeing Coach by one of the clinicians, in the first 30 minute session (your initial consultation) your coach will find out more about you, your lifestyle, values and what you want to achieve. You will then set some short-term goals that will enable you to start to work towards change.

After your initial consultation you will have further sessions in which you will review your progress towards your goals, set new goals and plan how to work around any setbacks should they arise.

Your final session is a review which allows you to reflect on your progress so far. At this point you will decide together if you feel you'd benefit from more sessions, or if you feel you're in a good place to "go it alone", knowing of course you can always return to the coaching in the future should you need to.

There is now much more to general practice than doctors and nurses...



Facts and Figures

1. In May 2021, the practice made outgoing telephone calls totalling 27,593 minutes.
2. In the same month, 1,161 eConsults were submitted. The three most common reasons to use the service were general advice (357), administrative queries (209) and rash, spots & skin problems (83)
3. Dr Jo Cooper joins us in June 2021, meaning that (in addition to our trainee doctors), there are now 14 GPs working at the practice.

Patient Participation Group

Have you ever thought you'd like to give your opinion about the way things work in the practice? Are you keen on taking positive action to help the practice improve? If so, then the Patient Participation Group (PPG) would like to hear from you! The PPG is a volunteer group of patients who meet six weekly with the practice team to help plan and improve services by ensuring the patient perspective is represented. Any patient registered at the practice is invited to seek membership of the group. No training is required. To get involved please contact Karen Nicholls Tel: 01256 479244 or NHCCG.chinehamsurgery@nhs.net

Contact Us

If you need to make an appointment or speak to a doctor or nurse, please call us on **01256 479244**. You can also contact us by using the eConsult form on the home page of our website: www.chinehamsurgery.co.uk

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