

# MALVERN HEALTH CENTRE NEWSLETTER

Autumn 2020

Welcome to the first newsletter of Malvern Health Centre incorporating Link end.

It is now two years since the two practices merged and we are working very hard to maintain the high quality of care provided by both practices, and improve the practice with new services and opportunities created by the merger in an ever changing time in General Practice in the UK.

We thank you all for all your support and assistance over the years to assist us with the merger. We hope the newsletter will be helpful in keeping you up to date with the changes in the new 'Malvern Health Centre'

## Welcome from new Practice Manager, Christine Milton:

I first came to the attention of the doctors in January, when I returned to the UK from New Zealand where I had been living and working as a Practice Manager since 2016. Prior to moving to New Zealand I had the great fortune of being the Practice Manager of Barn Close Surgery in Broadway for 15 years, so returning to general practice in Worcestershire was definitely what I wanted to do.

As an experienced Practice Manager I came to Malvern Health Centre in January as a locum and when the position of Practice Manager was advertised I applied and again had the good fortune to be offered the position which I commenced on 1<sup>st</sup> May.

I am married to Gregg, who is a John Deere engineer, we returned to our home in Elmley Castle which we had rented during our time New Zealand. I am step mum to two boys and two lovely step grand-children.

I have a lovely cat called Wilma who also travelled to New Zealand to share our adventure and like Gregg and I she has resettled seamlessly upon her return to the UK. I love to sing and while living in New Zealand I was involved with the Selwyn Choir and I was hoping that on my return to the UK I would be able to continue my love of singing but alas this was not to be.

Even though I re-join the NHS in what is the most challenging of circumstances I am enjoying my role at Malvern Health Centre, everyone has made me feel so welcome. They are a great team and I am so impressed with how we have all worked together during what has been a very different and sometimes difficult 6 months; this gives me the confidence that going forward we are capable of meeting any challenge that comes our way.

Christine Milton, Practice Manager

## Opening Times:

Monday	08:00 – 18:30
Tuesday	08:00 – 18:30
Wednesday	08:00 – 18:30
Thursday	08:00 – 18:30
Friday	08:00 – 18:30
Saturday	Currently Closed
Sunday	Closed

Our phone lines open between 08:00 - 18:30 each weekday. If you are in need of medical attention outside of these hours, you can call 111 and speak to an out of hours GP.

We also have the Minor Injuries Service at Malvern Community Hospital open until 9pm.

If you have a serious injury or health concern then dial 999 or go to A & E at Worcester Royal Hospital.

## Coronavirus:

Coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people and those with long-term conditions like diabetes, cancer and chronic lung disease.

If you develop a new cough, a fever or loss of sense of taste or smell, then please stay indoors and contact us on 01684 584050 for advice or call NHS 111 if the surgery is closed.

If you are concerned that you may have symptoms of this virus please stay at home and phone the surgery for advice **PLEASE DO NOT ATTEND THE SURGERY.**

For further information visit:

<https://www.nhs.uk/conditions/wuhan-novel-coronavirus/> or <http://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>

## Flu:

We are currently making preparations for this year's flu season. Patients should be aware that this flu campaign has unique challenges that we are having to take into consideration, particularly the expected increase in demand but also, social distancing/PPE guidance.

Unfortunately due to the scale of the challenge this year, we will not be able to accept appointments for Flu vaccinations outside of the set clinic dates. We have designated clinics on certain Saturday's and also Sunday's this year, with the clinics running longer each day to maintain the number of patients coming into the surgery at one time.

This year we are also introducing a 'Barcode' feature, which allows us to operate more efficiently on the day, but also more safely. Each patient will have a barcode unique to them, printed on their Flu Invite Letter and they are required to bring this with them on the day.

## 50-64 Year Olds



In recent months the government had announced that all 50-64 year olds will be eligible for the flu vaccination this year; however after careful consideration by NHS England, this is not entirely true. NHS England has released the following statement regarding this:

*"Please note that people in the 50-64-year old age group will **not** be vaccinated until November and December, providing there is sufficient vaccine, and no appointments will be offered for this age group until then. This is to ensure that those who are most at risk are vaccinated first. If you are 50-64 and you are in one of the other groups which is eligible for the flu vaccination, for example you have a health condition which puts you at risk from the flu, you will be invited earlier."*

## Patient Participation Group (PPG)

Members of the Practice staff and a group of patients meet 4-6 times a year to discuss and feedback on existing services and any proposed changes for the future.

The PPG aims to provide communication between patients and surgery staff, helping to plan services that will best meet the needs of the patient population, both currently and in the future.

The PPG is keen to attract new members from a wide section of the patient community.

If you would you like to have your say and get involved, please contact us at: [mhcppg@outlook.com](mailto:mhcppg@outlook.com)

## Appointments:

Our appointment system is designed to give the most appropriate access to a member of the health care team (GP, Nurse Practitioner, Nurse, Health Care Assistant, & Pharmacist) or alternatively signpost to other useful services by our Care Navigators; Such as Pharmacy, Social Prescriber, and Physiotherapist.

Our Care Navigators will therefore ask for some basic details about your health concern. You don't have to discuss your problem if you do not feel comfortable to do so, but it may be helpful if you feel you can.

Through Covid-19, we are not currently able to offer pre-booked GP appointments, but all appointments are available to book on the day, and we have a good availability of appointments each day across a variety of clinicians. This will initially be a telephone consultation, and we are increasing our use of email, texting and video consultations where appropriate. If you need to be seen, we can still arrange for that to be done in the surgery, safely, with some precautions around Covid-19 and whilst wearing PPE.

There is the option to pre book appointments with our advanced nurse practitioner, our nurses, a pharmacist and our healthcare assistants.

If you attend the surgery, please ensure that you wear a face covering or mask where possible.

## CQC:

We have successfully maintained our 'good rating' across all areas in our most recent CQC review and look forward to our next review where we can continue to demonstrate our quality care.

We welcome patient feedback with the 'Friends and Family' forms available on reception, via our website or on the NHS choices site.

## Better Health campaign



The Government has recently announced a new campaign to help people lose weight, get active and eat better, in light of COVID-19.

There are many resources available including the following websites.

<https://www.gov.uk/government/news/new-obesity-strategy-unveiled-as-country-urged-to-lose-weight-to-beat-coronavirus-covid-19-and-protect-the-nhs>

<https://patient.info/healthy-living/healthy-eating>