

"Our aim is to help you live a *healthy life*.

We will do this with **respect**, a  and a **POSITIVE ATTITUDE**"

Dear Patient,

Welcome to the Heath Lane Medical Centre Newsletter. 2020 has been an incredibly challenging year for the Heath Lane Team with balancing the additional work that the COVID-19 pandemic has given us as well as the usual pressures we find ourselves under.

As a team we have been able to successfully navigate the new way of working while still offering the best possible care to our 7000+ patients.

For the foreseeable future we will be releasing a monthly newsletter to keep patients up to date with what is going on within the practice and any important information that patients may find useful. As the year draws to a close and 2021 will soon be upon us, the whole team would like to wish all our patients a very Merry Christmas and a Happy New Year!

Flu Vaccine Update



The 2020/21 'flu vaccine program has had an unprecedented uptake. Over 2000 patients have been vaccinated so far and this is without the new cohort of patients aged 50-64 with no underlying health conditions. Patients who are eligible can be vaccinated up until the 31st March 2021 so there

is still plenty of time to get your vaccination!

The flu vaccine is given to people who:

- Are 50 and over (including those who'll be 50 by 31 March 2021)
- Have certain health conditions
- Are pregnant
- Are in long-stay residential care
- Receive a carer's allowance or are the main carer for an older or disabled person who may be at risk if you get sick
- Live with someone who's at high risk from coronavirus (on the NHS shielded patient list)

A designated clinic on the 21st December 2020 has been set up for the new cohort of patients aged 50-64 with no underlying health conditions to get vaccinated.

This clinic is going to run from 8:15am – 6:00pm, Please contact patient services on **01244 563105** to get booked in. If you cannot make this date the patient services team will be able to offer you an alternative.

All eligible patients are welcome to contact the Patient Services team to book their flu vaccination now.

THE FLU VACCINE CANNOT GIVE YOU FLU

COVID-19 Vaccine Update

The Government has asked the NHS to get ready for a Covid-19 vaccination programme so we can begin offering the vaccine as soon as it is available. The NHS will follow clinical guidance for who will be vaccinated first.



The Joint Committee on Vaccination and Immunisation (JCVI) has recently published updated advice on the priority groups to receive the COVID-19 vaccine when it becomes available.

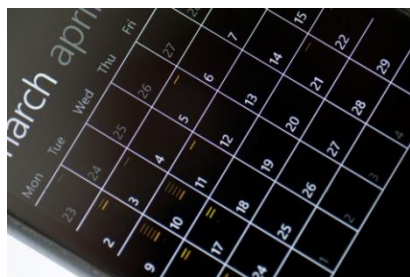
Vaccines should first be given to care home residents and staff, followed by people aged over 80 and health and social workers, before being rolled out to the rest of the population in order of age and risk.

You can help the NHS deliver the vaccination programme effectively by following some simple guidance.

- **Firstly, you will be contacted when it is your turn to receive the vaccine; please do not contact the NHS regarding the vaccination before then.**
- **When you are invited for a vaccination, act on that invite and attend the arranged appointment.**
- **Finally, continue to follow government guidance.**

Appointments

Back in March, nationwide GP practices moved over to a telephone triage system where the majority of patient consultations were carried out via a telephone call or a



video consultation to limit foot-fall in practices, this was to protect both staff and patients.

As we moved out of the first lockdown we were able to slowly bring back services that were stopped due to the pandemic while still trying to keep foot-fall to a minimum.

Services Available	Services currently still unavailable
Annual reviews	Cryotherapy
Immunisations	Minor Operations
Cervical screening	
Ear Syringing	
Coil and Implant fitting/removal	

While the above is **non-exhaustive** it gives a good insight as to what we can currently offer our patients.

Some of these appointments may be carried out slightly differently e.g. a telephone triage first to ensure that a face-to-face appointment is necessary.

The Patient Services Team will be able to advise you further upon booking any appointments. All general GP and Advanced Nurse Practitioner appointments are still carried out over the telephone in the first instance. If they feel you need to be seen face-to-face an appointment will be arranged for you by the Patient Services Team.

Veterans Project

Heath Lane Medical Centre are trying to identify patients who are military veterans.



Did you serve for at least one day as either a Regular or Reservist in the British Armed Forces? Then please inform the practice. Let us know by calling 01244 563105 or emailing heathlanemedicalcentre@nhs.net including your name, DOB and that you served for at least one day as either a Regular or Reservist in the British Armed Forces.

Once we have this information we can signpost you to relevant services that are available specifically to military veterans.

The Patient Participation Group

The PPG is a group of patients who work on a voluntary basis in partnership with practice staff and GP's to help the practice focus on its aim of enabling patients to live a healthy life, and let the practice staff and doctors know what their patient's would like or expect from them.

While we are keen to expand our PPG, we recognise that we all lead busy lives and it is often difficult to come along to meetings (about 4 times per year at the medical centre). We have extended our activities to 'go online' and have created a 'virtual' PPG group. Members can raise issues, discuss and share ideas, learn about new initiatives and take part in our patient surveys that help to shape the future of your practice.

So why not join us? Minutes from the quarterly PPG meetings will be forwarded to members who are also most welcome to attend meetings.

If you are interested in joining why not e-mail the PPG at managerhlmcppg@gmail.com for further details.

Finally Our Christmas 2020/21 Opening Hours

- **December 24th 2020 – Open as usual**
- **December 25th 2020 – Closed**
- **December 28th 2020 – Closed**
- **29th - 31st December 2020 – Open as usual**
- **1st January 2021 – Closed**



To ensure that all patients who are acutely unwell can access the appropriate appointments, all appointments between the 21st December - 4th January will be BOOK ON -THE -DAY ONLY

If you need to contact a doctor when the practice is closed please call NHS 111

Prescriptions may take up to 48 hours to process, Please take this in to consideration over the festive period. THERE IS NO NEED TO STOCKPILE

The whole Heath Lane Team would like to wish you a very Happy Christmas and a Prosperous New Year!



All information is correct as of the 14/12/2020.