

Summer 2021

Whitemoor Newsletter



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July 19th: What has changed?

As most people know the UK government removed almost all the restrictions imposed in England around the Covid 19 pandemic. This is great news for most people who can get the physical and mental health benefits of returning to many of the activities that they enjoyed before restrictions were imposed. The vaccination programme, which the practice has participated in at Babington hospital, appears to have had a major impact in reducing the rate of hospitalisation and deaths. However, Covid 19 still prevents a major health risk to everybody and the growing infection rate is still a major cause for concern.

Therefore, the following precautions still apply here at Whitemoor and are intended to protect all visitors to the practice and especially our most vulnerable patients

Access to the surgery

Whitemoor has remained open for patients the entire duration of the pandemic and doctors and nurses have been seeing patients face to face during this whole time as well. It is still important we limit the number of people in the surgery at any one time so please do not visit us unless you have a booked appointment.

One of the best ways to get health advice is using our 24/7 Econsult service via the practice website. No log on ID or password is required and you can either ask for administrative support, like renewing a med. 3 certificate or request help for a new issue from a clinician. We will normally get back to you within 1 working day of an Econsult being submitted.

Facemasks

Although the legal requirement to wear a mask/face covering has been removed from July 19th, the government has urged caution and recommends ongoing social distancing and wearing of masks in closed spaces, small and crowded areas and where vulnerable people will be present.

Given that we are a healthcare setting where sick and vulnerable people are in close proximity, all adults and any child over 11 years of age presenting to the building will be still be required to wear a face covering and maintain social distancing.

We have a responsibility to protect our staff and other patients, therefore, if a patient refuses to wear a face covering whilst inside the practice, without good reason, the practice reserves the right to choose to provide services to that patient by means other than a face-to-face appointment. This position is fully supported by Derbyshire LMC and the BMA.

Patient Feedback: Help shape your practice!

Most of the feedback we receive from patients is really positive but we know there are some things we could get better at. Help us do this by joining our independent Patient Participation Group (PPG). They meet once every couple of months and GPs and practice managers are always present to discuss and try and resolve general service issues for patients.

New members are always welcome – so just ask at reception for more details!

Phew – what a scorcher!

At the time of writing the UK has been experiencing some scorching hot weather which has been great for relaxing in the garden, park or at the beach. However, it does have a downside and that is the risk of heat exhaustion or heat stroke.

Heat exhaustion is not usually serious if you can cool down within 30 minutes. If it turns into heatstroke, it needs to be treated as an emergency.

The signs of heat exhaustion include:

- a headache, dizziness, or confusion
- excessive sweating and pale, clammy skin
- cramps in the arms, legs, and stomach
- fast breathing or pulse
- a high temperature of 38C or above
- being very thirsty

If someone has heat exhaustion, follow these 4 steps:

1. Move them to a cool place.
2. Get them to lie down and raise their feet slightly.
3. Get them to drink plenty of water. Sports or rehydration drinks are OK.
4. Cool their skin – spray or sponge them with cool water and fan them. Cold packs around the armpits or neck are good, too.

Stay with them until they're better. They should start to cool down and feel better within 30 minutes.

If they are not better after 30 minutes, then you should seek urgent medical help as they may have heatstroke which can be very serious if not treated quickly.

Signs of heatstroke include not sweating even when feeling hot, fast breathing or shortness of breath, a temperature of 40C or above or a fit or seizure.

National GP Survey

Every year the NHS sends a survey to over 2 million patients in England. These surveys ask a lot of questions about the quality of general practice service we provide – enabling you to compare our practice with others in this area.

if you would like to read their comments about issues such as how easy it is to get to speak to a doctor on the 'phone, how easy it is to make an appointment, and are the doctors good at listening to you, are the receptionists helpful then please visit this website for the GP Patient Survey:

<https://www.gp-patient.co.uk>

PPG News

Very good news about the vaccine rollout. During the whole vaccination period Whitemoor has been ahead of the national rollout programme. The surgery has now invited all over 18s for a first vaccination. Hopefully, the younger patients will respond just as the older patients have already done. A single vaccine dose reduces the risk of hospitalization by 75%. In the last month the booking system for blood tests at the Babington hospital has moved online. It is no longer possible to book an appointment by telephone. This is causing some problems particularly for older patients. The Royal Derby Hospital runs the blood test clinic and they have been made aware of the problem, but this has not yet been resolved.

If you have any comments or suggestions for the newsletter please let us know.