

South Street Surgery Newsletter

Winter 2020



Covid-19

This year has seen many changes due to the covid-19 pandemic. The practice has introduced telephone triage and online consultations (eConsult) as a quick and easy way of contacting the practice. If the clinician thinks that you need a face-to-face appointment you will be offered an appointment at one of our sites.

We have been working closely with other practices within the Primary Care Network (PCN) to offer a range of services including the flu vaccine.

You will have seen in the national press that GPs are now rolling out the covid-19 vaccine; locally this is being delivered by the PCN and clinics will be held at the Bishop's Stortford Football Club. For up-to-date information on the covid-19 vaccination process please visit the Stort Valley & Villages website:

<https://www.stortvalleyhealthcare.com/covid-19/>

Use Your Pharmacist

Many common conditions can be treated by over the counter medicines without the need to contact your GP. Pharmacists are qualified to provide help with a range of minor ailments such as those listed below:

- Coughs, colds including nasal congestion & sore throats
- Skin Conditions such as mild acne and eczema
- Period pain and thrush
- Indigestion, diarrhoea and threadworm
- Aches and pains like headache, backache and earache
- Warts, verrucae, mouth ulcers and cold sores
- Nappy rash and teething
- Hay fever and allergies
- Athletes foot
- Bites and stings for those aged over 10.

Pharmacies are often open when the practice is closed in the evening and weekends and if the pharmacist is unable to help you they will be able to direct you in the correct direction for appropriate care.

Christmas and New Year Holidays

Please note the surgery will be closed on Friday 25th to Monday 28th December and Friday 1st January 2021

If you need medical advice when we are closed please call NHS 111

Type-2 diabetes - it's time to get serious National Diabetes Prevention Programme (NDPP)

Every two minutes someone finds out that they have Type 2 diabetes.

If left unchecked, Type 2 diabetes is a very serious health condition that can cause long term health problems.

It can lead to sight loss, kidney failure, loss of a limb, and makes you at least twice as likely to have a heart attack or stroke. Having diabetes also puts you at greater risk of becoming very unwell if you catch COVID-19. Being diagnosed with Type 2 diabetes can have a huge impact on you and your family and can mean lots of changes to the way you live your life.

You can turn that risk around. The first step is to check your individual risk of developing the disease. The Diabetes UK risk tool can help you find out if you're at risk. If you're over 40, overweight or from a Black, Asian or minority ethnic background you are likely to be at higher risk. It takes just a few minutes to check and could be the most important thing you do today.

Visit www.diabetes.org.uk/risk

Your doctor may suggest a blood test and for you to take part in our free *Healthier You* diabetes prevention programme. You can also sign up for the programme yourself by visiting www.preventing-diabetes.co.uk It's a free, fun and flexible course to help you reduce your chance of developing the disease.

Visit <https://preventing-diabetes.co.uk/hertfordshire-west-essex/> to find out more.

eConsult

eConsult is a quick and easy tool available on our website for health advice and treatment as well as administrative help such as fit notes. We aim to deal with your eConsult within 2 working days.

Patient Liaison Group

Our Patient Liaison Group (PLG) aims to allow our patients to make a positive contribution to our continuous improvement of services. The group acts as a communication link between the patients, Practice staff and other regional patient groups to help communicate patient views

If you would like to find out more about the PLG or are interested in becoming a member please contact our Operations Manager or complete an application form on the practice website.

We are planning to hold a meeting via Zoom in the New Year details will be posted on the website when available.

Your Feedback For The Practice

Your feedback is important to us as it helps us to review and improve the services and facilities we provide.

If you have a comment, suggestion, praise or a complaint about the service you have received from the Practice, we would welcome your feedback and encourage you to complete one of our Patient Feedback forms or a Friends & Family Test available from reception or our via our website:

www.southstreetsurgery.co.uk

New Clinical Team Members

We have welcomed the following Drs to the Team in 2020:

Dr Vasileios Fafoutis - Tues, Wed & Friday
Dr Gopesh Farmah – Wednesday & Thursday
Dr Ajoke Isiavwe – Mon, Tues, Wed & Friday
Dr Padma Vempali – Tuesday and Wednesdays

We will be saying farewell to Dr Sukhraj Tiwana at the end of December.

Please see below the contact details of our management team.

Human Resources: **Natalie Davidson**
01279 464 780

Finance: **Karen Thompson**
01279 464 757

Operations: **Sandie Ince**
01279 464788

Cancer Awareness

If you have a symptom that could be cancer, the NHS is here to help you and can see you safely.

Here are some of the important symptoms you should always take seriously:

1. Unexplained weight loss

Small weight changes over time are quite normal but if you're losing a lot of weight without trying, you should get checked out.

2. Unusual lumps and bumps

Any lump or swelling that won't go away needs looking at. That includes any lumps in the neck, armpit, stomach, groin, chest, breast or testicle.

3. Sensitive skin

Is your skin unusually pale? Has a mole changed shape or got bigger? Have you got a sore that is not healing? If so, call your practice.

4. Cough! Cough!

A cough is not only a sign of COVID - it could also be a symptom of cancer, especially if it lingers longer than a month. If your throat always feels hoarse, or it hurts to swallow, please get yourself seen.

5. Toilet troubles

If you need to visit the loo more often, it's painful, or if you find it hard to go even when you want to, talk to your GP. If you see blood in the toilet bowl, please get checked.

6. Feeling bloated

We want to hear from you if you feel bloated most days, have discomfort in your stomach that won't go away or are regularly feeling sick. Don't be embarrassed about any of these symptoms, just get them checked out.

7. Fatigue

There are lots of reasons you may feel more tired than usual, particularly as it gets darker earlier and we're not doing our usual activities. If you're feeling very tired for no clear reason, it could be a sign that something is wrong - speak to your doctor.

Did you know?

Cancel Out Cancer is a free session run by East and North Hertfordshire CCG where you can find out about cancer prevention, symptoms and the screening programmes available.

They're now online, so to find out more to book a session, please go to:

<https://www.enhertsccg.nhs.uk/cancel-out-cancer>