

## **News from Bottisham Medical Practice Patients' Participation Group**

**Keep on caring:** Message from our local NHS. By taking care of ourselves and each other, fatalities and infection rates in Cambridgeshire and Peterborough have continued to fall. However, while lockdown restrictions are gradually being lifted – everyone needs to take action to help us all return to a more normal life

The Keep Caring campaign outlines the simple things we can all do that have a big impact -

- Caring is keeping your distance - inside or outside
- Caring is being responsible – staying isolated if you think you've got symptoms, or been close to someone who has
- Caring is covering your face – even with no symptoms you might still spread the virus
- Caring is washing your hands - regularly when you enter or leave a new place

Please support the campaign by sharing these messages, but most importantly by continuing to follow the rules. This way we can control the virus and save lives.

**Dispensary:** Please note the dispensary is open all day 8.30am to 12 noon and 2pm to 6pm. The afternoons are busier than the mornings so you may find the service to be quicker if you go earlier in the day. Where possible please register online so that you can order repeat prescriptions which will speed up turnaround time.

**Face Masks:** Patients now need to bring their own face masks to wear when they come into the surgery as there will no longer be a supply available for patients when they attend due to ongoing supply issues.

### **Climb: National Health Data Consent Survey**

#### **How do you think health data should be shared and used?**

Health data is information collected in the course of health care provided by the NHS or HSC. It is used to provide care, and sometimes also for research to improve care for others. However, there are ways of controlling how health data is used.

The University of Cambridge CLIMB team are interested in peoples' views on consent and information sharing between NHS services. If you are interested in taking part in their anonymous survey then please follow this link <https://www.climbproject.org.uk> The survey is voluntary and takes 15-20 minutes but you can take a break. When asked where did you hear about this survey don't forget to tick 'from a GP' and put Bottisham Medical Practice for our surgery.

**New Website:** The Practice has a new website. Can we please encourage patients who have general queries and have online access to use the new "Contact Us" button on the website in order to speed up dealing with queries.

**Cervical Screening:** If you receive a letter offering this service please do book an appointment to have this done.

**Social Prescriber:** The Practice's Social Prescriber, Chloe, is at the surgery every Wednesday to provide support to all patients. Chloe has been working hard through COVID to ensure patients have had the support they need through the last few months. Chloe can assist with such things as money management and accessing benefits, mental wellbeing, physical health, social networking and loneliness, lifestyle advice, transport issues, weight management and carer support. You can self-refer to the Social Prescribing service and further information on how to do this can be found on the website. Alternatively, you can contact reception who will help you make your referral.

**Appointments:** The Practice are continuing to operate by initial phone and video consultation with patients being invited into the practice where face to face consultations are

appropriate. The surgery is planning on continuing to operate in this way for the time being. Patients have provided positive feedback regarding the phone and video consultations about how convenient it is and the fact they can speak with a GP the same day. Changes to the service have meant that the practice are doing an additional 125 consultations per week.

**Flu Clinics:** Saturday flu clinics are planned for the 17<sup>th</sup> and 24<sup>th</sup> October. The Practice is also planning to do lunchtime clinics between 12 and 2pm throughout the winter. Those eligible for a flu vaccination has been expanded this year due to the current pandemic and are awaiting confirmation around this. All those eligible will receive a letter from the practice. The Practice is encouraging all eligible patients to have the flu vaccination.

**Carers:** Are you caring for someone? Does the practice know? If not make sure you contact the practice to let them know in order that they can provide you with the help and support you need.

**Next Patient Group Meeting:** The Chair is currently exploring ways of doing virtual meetings and hope to update soon.

***Bottisham Patients' Participation Group***