

# Russell House Surgery

## NEWSletter

Issue 16 October 2020

### COVID-19 Information

### The symptoms

Symptoms can range from mild to severe illness and can appear 2 - 14 days after you are exposed to the virus that causes Covid-19



**A high temperature**  
– this means you feel hot to touch on your chest or back (*you do not need to measure your temperature*)



**A new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (*if you usually have a cough, it may be worse than usual*)



**A loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or if things smell or taste different to normal



**To protect others, do not attend the practice if you have any of these symptoms.**

**Get a test to check if you have corona virus and stay at home until you get your result.** Tests can be arranged by calling 119 or by using the Gov.uk website and should be done within the first 5 days of experiencing symptoms.

Patients who have symptoms but who need to be seen by a doctor can still be referred to the 'Hot' service following an initial telephone triage by our clinical staff. Please be assured that face to face appointments will be offered by the clinicians when they are required.

**For everything else, we are here and you can still seek medical help safely. Follow our guide for more information.**

# Our guidelines for getting medical help safely...



If you are a Patient Access user, the place to start is an online tool called "Online Consultation" on the Patient Access website.

This provides a list of subjects with a question and answer process to help you get advice.

## Our new way of working starts with triage\*...



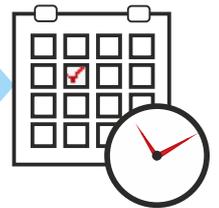
If you do need to contact Russell House, firstly call reception to book a telephone triage\* appointment with an appropriate clinician.

*\* (Triage simply means assessing your needs and deciding the best way forward)*

Your triage call may lead to the doctor requesting photographs (using the text messaging system) or even a video consultation with you on occasions if it is possible.



If our clinicians feel that you do need to be physically examined they will allocate you a time slot and tell you exactly when to attend. **Please stick to your allotted appointment time rather than coming in early.**



If you are asked to attend the surgery - you must wear face coverings/masks. All rooms are cleaned down between each patient and appropriate PPE is worn by all staff at the practice.

## High risk patients

**Please wait outside until we call you in**

If you are a high risk patient it is important that you can still access medical advice. If you are asked to attend the practice we will advise you to stay outside in your car and inform reception when you have arrived. We will then call you in when the room has been cleaned and is available. This effectively limits the time you are in the building and cuts down risk.

## Nurse/phlebotomy appointments

We have worked hard to provide a service throughout the pandemic and, although some services are limited, we have been able to offer nurse appointments and blood test appointments for those that need them. These appointments can be booked by calling reception.

### Good health apps can make a real difference to your health and wellbeing

But how do you know which ones are good?

We've made available easy access to thousands of independently reviewed and rated apps and have handpicked the very best ones in our very own safe and simple to use health app library.

#### Find proven apps to help you to stay healthy and well, including:

- Weight loss and fitness
- Mental wellbeing
- Dementia
- Anxiety and stress
- Diabetes
- Stopping smoking
- Muscular and arthritic conditions
- And hundreds more



## Staffordshire Health app finder

**Download health apps you can trust and discover the best apps to improve your health and well-being.**

Good health apps can make a real difference to your health and wellbeing. We're providing access to thousands of apps that have been fully reviewed and we've handpicked the very best in our new Staffordshire health app library.

The health app library is safe and secure to use, and features hundreds of apps all independently reviewed and proven to deliver results.

[www.staffordshire.gov.uk/appfinder](http://www.staffordshire.gov.uk/appfinder)



# Did you know that you don't always have to see a GP first?

Many services are available to you directly: -

**Sexual health** screening, contraceptive advice (inc coil fitting) **01902 444444**

**Eye problems** use the 'Minor Eye Conditions Service' and contact **Flint and Partners** or **4Sight Opticians** who can assess and manage minor eye conditions.

**Stopping smoking, drinking less alcohol and weight loss** call **0300 777 1207** 'Staffordshire Lifestyle Service'

**Drug addiction** contact 'One Recovery Stafford' **01785 224 771** or **01785 270 080**.

**If you become pregnant**, you can complete the 'midwife self-referral form' from reception, and the midwife will contact you when you need to be seen. You do not need to see the GP to book in for routine antenatal care.

**For pregnancy concerns after 16 weeks** into the pregnancy please contact the Maternity/Foetal Assessment Unit [your midwife should have given you these details].

**Dental problems** please contact your local dentist. If you need to see an emergency dentist please ring 111 and they will give you further contact details.

**For blood pressure checks** please see the practice nurse or health care assistant.

**Local pharmacies** can help with minor ailments such as sore throats, colds, hayfever, sunburn, head lice, verrucas, dandruff and athlete's foot.

**For more support at home** call Social Services directly on **0300 111 8010**



## Mental health support services



### You are not alone

Life as we know it has changed dramatically due to the COVID-19 virus. We have all had to change our way of life and routines. Everyone has been affected, some more than others. The effect on us mentally includes our well being, our future, feeling stressed or anxious. A major problem is loneliness, which can be a problem for all ages, but can be harder for the elderly, who may not see anyone all day.

**For counselling or cognitive behavioural therapy relating to mental health concerns you can call 'Seisdon Well Being' Team on **01785 783031****

**There are also many organisations who provide help and support for all ages.**

## YOUNG MiNDS

Young minds. Tips and advice on where to get support for your mental health.

Parent helpline 0808 802 5544.



The Mix. For under 25s. 0808 808 4994



Silverline. Helpline for older people. 0800 470 8090



## Travel advisory

People in Staffordshire and Stoke-on-Trent are being advised on travel to and from “lockdown” areas, as more restrictions came into place on Tuesday 22 September.

Neighbouring Wolverhampton joins Birmingham, Sandwell and Solihull on a growing list of towns and cities being placed under Covid-19 measures.



Staffordshire (and Stoke-on-Trent) residents **can travel to these areas for work, school, shopping or leisure activities.**



However, residents are **not allowed to visit homes in these areas** unless this is for work, or the household is part of your support bubble.

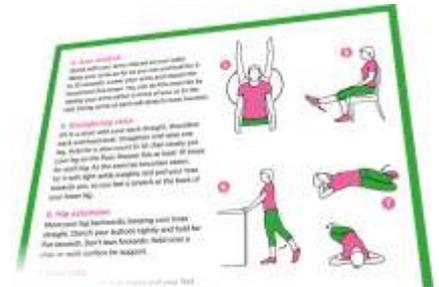
Likewise, if you live in any of the affected areas you can travel to Staffordshire and Stoke-on-Trent but you must not meet socially with county residents in their homes or gardens, unless they are in your single support bubble. Staffordshire and Stoke-on-Trent are not currently affected by the Government’s latest COVID-19 restrictions.

## Physiotherapy waiting times

Due to the ongoing Coronavirus pandemic, patients may unfortunately have a longer wait time for a physiotherapy appointment.

However, **Versus Arthritis** has a website packed full of useful information, tips on managing symptoms and helpful exercises that you can do at home. To download **exercise sheets** or for more information on self-help for Arthritis, please visit:

[www.versusarthritis.org](http://www.versusarthritis.org)



**VERSUS ARTHRITIS**

## Update on our new surgery

Seddon Construction officially started work on the Community Hub site on the 21st September and the whole project is due for handover in **February 2022** which is when our new Surgery is expected to be ready. We will keep you updated as work progresses.



Codsall Community **HUB**

## Keep up to date on facebook



[@Russell House Surgery@codsalldoctors](https://www.facebook.com/RussellHouseSurgery)



If you click ‘like’ on our page, new items will appear on your facebook feed when we post them.

*Please do not use Facebook as a way of contacting the surgery or discussing your or another person’s personal or medical information.*



## The varying symptoms of COVID / FLU / COLD

Source: World Health Organisation

	<b>Covid</b>	<b>Flu</b>	<b>Cold</b>
 <b>Incubation period</b>	2-14 days	1-4 days	1-3 days
 <b>Symptom onset</b>	Gradual	Abrupt	Gradual
 <b>Cough</b>	Common	Common	Mild to moderate
 <b>Shortness of breath</b>	Common	Sometimes	Mild
 <b>Fever</b>	Common	Common	Rare
 <b>Fatigue</b>	Common	Common	Sometimes
 <b>Runny nose</b>	Sometimes	Sometimes	Common
 <b>Nasal congestion</b>	Sometimes	Sometimes	Common
 <b>Diarrhoea</b>	Sometimes	Sometimes	Rare
 <b>Body aches</b>	Sometimes	Common	Slight
 <b>Sore throat</b>	Sometimes	Sometimes	Common
 <b>Headache</b>	Sometimes	Common	Rare
 <b>Loss of appetite</b>	Sometimes	Common	Sometimes
 <b>Respiratory issues</b>	Common	Sometimes	Sometimes
 <b>Chills</b>	Sometimes*	Fairly Common	Uncommon
 <b>New loss of taste or smell</b>	Sometimes	Sometimes	Sometimes

\* including repeated shaking with chills