



# Russell House Surgery

## NEWSletter

Issue 17 -2021

### CORONA VACCINES

For information about covid vaccinations please see our special edition newsletter which is available to view on our website and facebook page - *but please do not call the practice*".

#### Member of the Russell House Surgery Team



Alison has 20 years of nursing experience across a wide range of disciplines including ophthalmology and working as a Senior Staff Nurse on an acute medical ward, before becoming a Ward Sister on a 70 bed unit.

Prior to joining us, she spent 7 years as a Practice Nurse for Sandwell and West Birmingham CCG and, as she says herself, *"I am passionate about nursing within the NHS and the care given to our patients"*.

**Alison Tolley, our Practice Nurse**

#### Flu Jab Update

**As of 1st December, we had delivered 1554 vaccines to our patients aged 65 and over plus 510 to patients under 65.**



We have also delivered the vaccine to many **patients aged 50 and over** at an extra flu clinic on 19th December 2020 at Trinity Community Centre.

**If you are in one of the eligible groups and wish to have your Flu vaccine please call the practice ASAP to book an appointment.**



### New Community Hub

The proposed design

**The Council is working with partners and local businesses to make sure the new Community Hub meets the needs of our local community.**

**Russell House Surgery will move into the old Library space in 2022** and the existing library will be relocated to a new extension built at the front of the building. There will be a refurbished café plus a retail unit set in an open plan atrium as well as increased car parking, office space and community meeting rooms.

#### The Press Release



**Pat Roberts**  
Chair - Russell House Surgery PPG

**Councillor Brian Edwards MBE**  
Leader - South Staffordshire Council



## Self isolation before a hospital procedure

If you have had a Covid test prior to a hospital procedure, you must then self isolate. This means you need to stay at home and not have contact with anyone inside or outside your home during this period, otherwise your procedure may not go ahead.

Follow the simple rules: -

- Don't attend any gatherings
- Don't leave your house
- Wash your hands more often with soap & water for at least 20 seconds
- Clean and disinfect frequently touched objects in your home
- If you share your dwelling with others, minimise the time you spend with them
- Have your shopping and medicines delivered if possible
- Don't have any visitors except those who give you ESSENTIAL CARE
- Strictly avoid contact with anyone showing Coronavirus symptoms

## The 111 Service is being enhanced

From early December 2020, NHS Staffordshire is enhancing its 111 service to assist with social distancing and to help-keep patients and staff safe during the continuing Covid19 pandemic.



### What's changed?

NHS 111 will now be able to directly book patients into timeslot appointments for **Emergency Departments (ED's)** and also same-day **Urgent Care Services (UCS)** when it is clinically appropriate. They can also arrange paramedics and ambulances for you.

**Emergency Departments** (were called A&E) are intended for patients in need of medical and surgical immediate care, such as *cardiac arrest, major accidents and trauma and, in some cases, broken bones.*

**Urgent Care Services** are GP led and open 24 hrs every day – when you need urgent medical attention, but it is not a life-threatening situation. *Eg: sprains, cuts and grazes, bites and stings, feverish illness in adults and children, ear & throat infections, eye problems, coughs, and colds.*

### How will it help?

This new clinical approach will triage every caller and direct patients to the most appropriate service.

- Lower waiting times in Emergency Departments
- Direct to clinics in some cases, without visiting emergency Departments
- Maintain social distancing and reduce unnecessary visits
- Reduce steps in the patient journey



It is important to **CALL 111 first** before setting off to any Emergency Department or Urgent Care Service where you will not be expected and, as a result, you may have to wait a longer time.



## Breast Screening Programme

Screening is organised according to your GP practice. Once every three years your GP practice will be contacted and all women between the ages of 50 and 70 will be invited for screening.

**But did you know that if you are over 70 you will not currently be automatically invited but you may *contact them for an appointment.***

To request an appointment please phone 01384 244177



**The Dudley Group**  
NHS Foundation Trust



The Dudley, Wolverhampton and South West Staffordshire Breast Screening Service provides a free breast screening service and invites over 25,000 local women for screening each year. It for women aged 50-70 resident in the above areas.



## Winter exercise

**Moving more helps our thinking skills** – like problem-solving, decision-making and remembering facts and words. Being active can lessen aches and pains, help us stay steady on our feet and boost our mood.

**Exercising in winter** is harder than normal this year due to Covid 19 but it is essential to keep our body joints moving, sitting still for long periods is not good for us. Regular activity can lower our risk of heart disease, stroke, some cancers, depression and dementia.

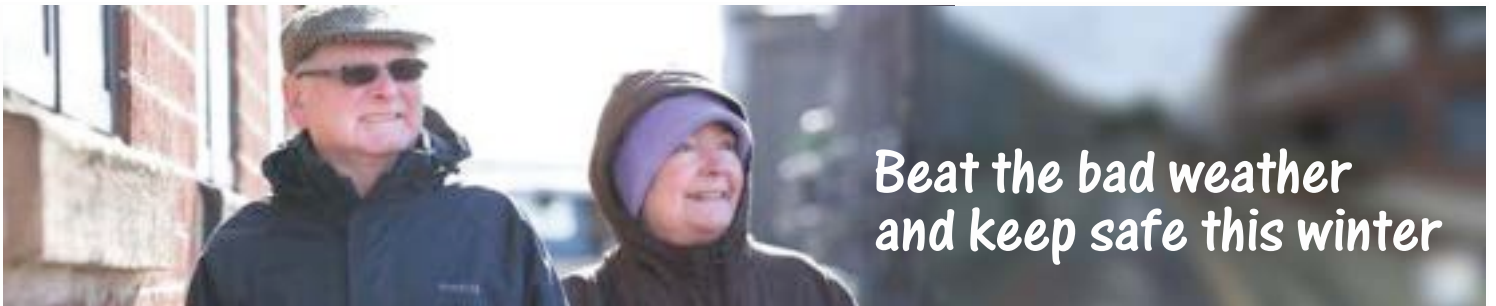
**Experts believe that walking is the best exercise for everyone, even 5 minutes is good, and this can then be built on in 5 minute stretches.**

**But do not attempt to exercise outside in icy or snowy conditions, make a plan for indoor exercise instead...**



Click on the Age Concern website for lots more information on exercise at home.

<https://www.ageuk.org.uk/information-advice/health-wellbeing/exercise/>



## Beat the bad weather and keep safe this winter

**Do not go outside in icy or snowy conditions unless it is essential**

**Make sure you have everything you need for bad weather, sufficient medication, food with bread and milk in the freezer just in case, a large bottle of water in case the water supply goes off, a blanket and hot water bottle to keep you warm**

**Keep your emergency numbers near you, keep your phone charged and have a torch handy**

**If you must go outside, take extra care if the ground is slippery, never go in slippers, or without a coat and phone and always use shoes with a good grippy sole**

**Use salt, ashes, or sand to grit your doorways and paths**

### Checklist

- medication
- batteries
- extra milk
- bread
- salt/sand





## What happens after I have had a blood test....?

**Patients often ask this question, so here is the explanation...**

When you attend the practice for a blood test your sample is put into a bag which is collected by the New Cross Hospital transport at around lunch time each working day. They are then opened by the lab and processed according to the test required.

### My blood test results, who gets them?

Results for each sample are sent electronically back to the person who has requested the test, either your Russell House Doctor or a Hospital Consultant. (This means that if your Hospital Consultant has requested the blood test, the results will go to them even if the sample was collected at the practice.)

### Who sees my results?

Each result is viewed by a Doctor, comments are added and filed to your patient records.

### When and how will I get to know my results?

Please note that some tests take longer than others so we advise that allowing a week to elapse is sensible.

If you are registered on Patient Access you can view these results as soon as they are filed to your records so you can see what the doctor has said without having to call the practice. If not, then it is up to you to ring the Surgery to get your results. If your results are within normal range and no action is required, this is the end of the process.

### Will I be notified about any required follow-up?

Yes, always. If any follow-up is required **you will be contacted by the admin team** to tell you whether further tests are required or if you need to speak to a Doctor or Consultant (*unless an appointment has already been booked*).

## LloydsPharmacy propose to introduce charges for home deliveries

Lloyds Pharmacy is proposing to introduce charges for their home delivery service. So what might it cost?



Patients will be charged £35 for a six-month subscription to the service, and £60 for the 12-month subscription.

Multiple people in one house can sign up for a rate of £45 for six months, or £90 for a year.

Patients are able to request prescriptions, track orders etc via Lloyds mobile app or website. It is anticipated that the time from request to delivery will be in the region of 4 days.

If you are concerned or need greater clarification it is recommended that you contact your local Lloyds Pharmacy at the earliest opportunity, they are more than happy to provide advice and help at any time.

### The alternatives

- **Collect your medicines in person** from the local LloydsPharmacy, or nominate a family member, friend or carer to collect them on your behalf, at no extra charge.
- **Enrol in Lloyds 'Echo' service**, where deliveries are made automatically through the post free of charge: [www.echo.co.uk/lloyds](http://www.echo.co.uk/lloyds)  
Lloyds are currently in the process of speaking to every patient directly and are also sending out leaflets to all delivery customers regarding these changes.

### 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.

