



Russell House Surgery

NEWSletter

The PPG is critical to the provision of modern, high-quality general practice by supporting the relationship between patients and the Practice.

COVID vaccination programme

The covid-19 vaccinations are continuing at a rapid pace and we are currently working on groups 1-9, which means anyone 50 or over and also those with underlying health conditions that put them at increased risk.

We are working through our lists, calling patients to book them in when appointments are available.

There are a small number of patients we have been unable to reach due to insufficient or incorrect contact details. If you are one of these, please get in touch to update us with your current details.



The second vaccination will soon be due for some patients and the practice be calling to book these appointments in due course.

Any patients aged 50 or over who have not yet had the vaccine can now book appointments using the 119 number or by booking online.

The Government are sending texts and letters to people in these groups inviting them book appointments and we would encourage you to use this facility.



The web address for the booking page is:-

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

Are you a bit worried about going for a vaccination?

Are you one of the individuals who in spite of encouragement from everyone from The Queen to Dolly Parton are unwilling to have the COVID vaccine because you are cautious of the process and its impact?

Here is the experience of one Russell House patient.

'Although apprehensive about going for a vaccine, having heard some negative comments about 'crowds' of people, I found my visit to Histons Hill vaccination centre far from unpleasant. A team of very friendly and efficient volunteers greeted us at the car-park, guiding people to available parking spaces (in a busy car-park) and then into the building. Here, another team of helpers took basic details and issued me with ready-prepared paperwork courtesy of Russell House. Everyone was friendly, encouraging and positive, ensuring that PPE and social distancing were in operation.



Paul D.

In the main hall I was directed to one of the dozen 'stations' to receive the vaccine from a medical professional (in my case a Featherstone GP). After asking a few relevant questions and double checking that I matched the details on the form, the needle was applied! This was nowhere near as painful as some injections I've received over the years!

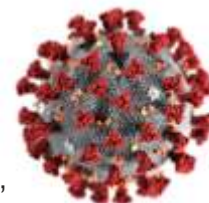


Over the last 12 months various words and phrases have become quite common in our vocabulary so let's add some clarity for those that are perhaps a little unsure.

Coronaviruses are a large group of viruses that attack the respiratory system. On February 11, 2020, the World Health Organization announced the official name for the disease that is causing the 2019 novel coronavirus outbreak.

COVID-19

The new name of this disease is coronavirus disease 2019, abbreviated as COVID-19. In COVID-19, 'CO' stands for 'corona,' 'VI' for 'virus,' and 'D' for disease. Formerly, this disease was referred to as "2019 novel coronavirus" or "2019-nCoV."



Pandemic A pandemic is defined as "an epidemic occurring worldwide, or over a very wide area, crossing international boundaries and usually affecting a large number of people". By this definition,

pandemics can be said to occur annually in each of the temperate southern and northern hemispheres, given that seasonal epidemics cross international boundaries and affect a large number of people. However, seasonal epidemics are not considered to be pandemics.



What is a Vaccine? A vaccine is a type of medicine that trains the body's immune system so that it can fight a disease that has not come into contact with before. Vaccines are designed to prevent disease, rather than treat a disease once you have caught it.

Immunisation Is the process that describes the process whereby people are protected against illness caused by an infection.

Immunity Describes the state of protection that occurs when a person has been vaccinated or has had an infection and has recovered.

What does Vaccine Efficacy mean?

Vaccine efficacy is the percentage reduction in a disease in a group of people who received a vaccination in a clinical trial. It differs from vaccine effectiveness, which measures how well a vaccine works when given to people in the community outside of clinical trials.

PPE - Personal Protective Equipment works as a protective barrier between the Health Care worker and the Patient, protecting the skin, mouth, nose, or eyes and viral and bacterial infections. In order to be both effective and safe the clothing must meet health regulations .

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Russell House Surgery@codsalldoctors



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

Lynn Fern has retired

As many patients will know, Lynn Fern was Practice Manager at Russell House Surgery for 14 years and was employed by the practice for nearly 20 years.

Lynn retired just before Christmas 2020 and will be missed by all of the Russell House Surgery team as well as the PPG. We would all like to say "thank you" for her long service and commitment to the practice and we wish her well in her retirement.

Be prepared for common health problems by keeping a well-stocked medicine cabinet at home.

This list, recommended by the Royal Pharmaceutical Society, will help you deal with most minor health problems and illnesses.



- Thermometer {preferably digital}
- Painkillers, eg. paracetamol, Ibuprofen (if appropriate to members of your household), children's paracetamol, aspirin {not to be given to children under 16},
- Cold relief and sore throat treatments
- Antiseptic cream
- Antihistamine cream or tablets
- Cream/spray to relieve insect bites or stings
- Skin rash cream, such as hydrocortisone or calendula
- Oral electrolyte powders for re-hydration after Diarrhoea
- Variety of plasters, shapes and sizes
- Variety of bandages – Crepe and triangular
- Tweezer, scissors, safety pins and eye bath
- Sterile dressings

Please check that all over the counter medicines are compatible with your prescribed medications and are within their 'use by' date.

COMING IN 2022



New location for Russell House Surgery

As we start to get positive news in the fight against COVID 19, we also have the positive news that Russell House Surgery will be relocating in 2022.

It will operate from purpose built facilities in the Council Building and located in the area currently used by Codsall Library. It will be appropriately developed with the latest equipment and facilities appropriate for a modern GP surgery.

Patients will benefit from -

- ✓ more available parking including disabled parking close to the entrance
- ✓ easier disabled-friendly access, with wider corridors, fewer corners and all on the same level
- ✓ pleasant waiting and reception area
- ✓ at least nine larger, well-equipped consulting and treatment rooms
- ✓ more facilities for the medical and support staff

We will keep you informed on progress in future newsletters.



Russell House appointment system and telephone triage during Covid -19

Since March 2020 we have been using a telephone triage system for our appointments to help reduce risk due to Covid-19. This is the recommended approach and most GP practices have adopted the same system.

The first appointment offered is always with a clinician via telephone. You will be asked about the general nature of the issue so that the right person can be alerted to respond. Most practices offer either a morning or afternoon time-slot for the telephone call back but, in an effort to help patients make arrangements and support those who are working, we at Russell House are offering a 1 to 2 hour time slot.



But do bear in mind that, due to the nature and complexity of some patient problems, some calls can take a little longer than normal and there can also be emergencies for us to deal with, in the same way as we would with face to face consultations. So no appointment time can be exact and, although we are doing our best to stick to the allotted time, it may not always be achieved. We have also had to switch off the text messaging system that confirms appointment times for the same reasons.

If you have a telephone appointment and miss it, our clinicians will try again within approximately 20 minutes to give you an opportunity to take the call.

Obviously some follow-up face to face appointments still have to take place including a lot of nurse appointments for injections, blood tests, etc. Sadly, we are still getting a number of failed attendances and appointments are in high demand.



So remember to cancel - please!

Could we ask that, if you have an appointment booked, please don't waste it. If you are unable to attend, please cancel it. Someone else may really need it, so let's help each other.



Your Patient Participation Group is still here!



During the pandemic and two lockdowns your PPG has made a real effort to meet virtually, This has enabled the group to support Russell House Practice during this difficult time for everyone, patients and staff alike.

Over this period, the PPG has helped the practice to publish 4 newsletters to inform RHS patients on a number of topics, including Covid -19 vaccinations.

The PPG has also continued to be updated by the Council representatives on the progress of the much needed new practice location at the Community Hub.

I do hope you have all kept safe during this time and while we cannot get your views in our normal way via surveys or verbally, we continue to be available as much as we can and if you wish to make contact with the PPG, please speak to reception who will pass messages on to me.

Pat Roberts

Chair of Russell House PPG