

LOXWOOD MEDICAL PRACTICE

Your partner for a healthier future

SEPTEMBER 2021 OUR NEWSLETTER KEEPS YOU INFORMED OF UPDATES OR CHANGES TO PRACTICE WORKING

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Inside this issue: ●MESSAGE OF THANKS ●FLU VACCINATIONS ●NEW STAFF ●STROKE

The team at Loxwood Medical Practice would like to thank all of our patients for their support and understanding over the past year.

General Practice in the UK continues to work under restrictions put in place by the Department of Health. You must still wear a face mask, use hand sanitiser and maintain a social distance from other patients, within our building. We continue to see patients face to face where appropriate, but we are required to operate a 'total triage' system which means all initial doctor appointments are over the telephone or via eConsult. Whilst we know some patients have found this frustrating it is vital to protect staff and patients from Covid-19, which we know can be transmitted by individuals who may display no symptoms. eConsult has proved very efficient in reducing unnecessary face to face appointments and ensuring your problem is dealt with by the most appropriate member of our team.

We are increasing the amount of routine work we are undertaking but ask for your continued patience as our service remains stretched by extremely high levels of demand and our ongoing commitment to staffing Covid vaccination clinics at Pulborough Medical Practice. We know that a number of patients have waited a long time before contacting us but regret that we are unable to handle large numbers of queries in the same appointment. All appointments are still time-limited and each doctor usually has in excess of 30 appointments per day. We may ask you to rebook rather than address multiple problems at once. Please do not attend the surgery in person if you have any symptoms of Covid-19, or have had recent contact with someone who has tested positive.



Get your flu vaccination here

STAY WELL THIS WINTER

FLU CLINICS

Our seasonal flu clinic appointments are now available to book. This year you can book your appointment online with your own SystemOnline account or by calling our reception team on 01403 752246.

There are 2 types of adult flu vaccines depending on your age, please take care when booking online to select the correct age related appointment. If you do not want to have the flu vaccination we would like to know this as it helps us manage stock levels. Please send an email to loxwood.txt@nhs.net with your full name, date of birth and address details and just state 'flu vaccination declined' thank you.

The flu clinics are scheduled for the 11th September and 9th October. If you are able to walk to the surgery, please do so as parking is limited. Arrive on time, you may need to queue outside. Wear loose fitting clothes. We will be operating a one way system in and out of the building. Do not attend if you have any Covid symptoms, have been in contact with someone who has had a positive test or you yourself are self-isolating.

STROKE

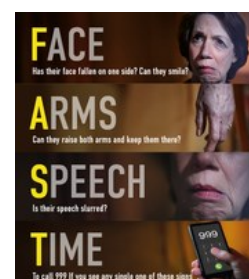
If you suspect you, or someone else is having a stroke, act **FAST** and phone 999 immediately. Even if the symptoms disappear while you are waiting it is still important to go to hospital for an assessment. Some of the warning signs of stroke are, weakness on one side of the body, slurred speech, difficulty seeing in one or both eyes, dizziness or severe headache.

NEW STAFF

We are delighted to announce new members of staff have joined our teams.

Dr Emma Humphreys will join the GP Team this September and Elvinas Hunger is a Pharmacist working jointly between us and Pulborough Surgery. Please make them both feel welcome to the area.

We have also recruited new staff to our reception/administration team. Please be patient if they need to ask a colleague for advice or help if they are unable to answer your query.



Visit our website for lots of information www.loxwoodmedicalpractice.co.uk

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Inside this issue page 2: ● HOSPITAL APPOINTMENTS ● LIFESTYLE CHANGES ● TELEPHONE CONSULTATIONS ● WELLBEING ● PRIVATE SERVICES

HOSPITAL REFERRAL APPOINTMENTS

We are receiving multiple calls from patients who are experiencing long waiting times for a secondary care appointment. We do not hold any information regarding hospital appointments or when you might be seen. Please contact the hospital you have been referred to directly if you wish to know anything about your appointment. If you have been told by the GP that your referral is urgent and you will be contacted by the hospital within 2 weeks and have not heard from them, please in this instance only, contact our secretary team.



Chichester Wellbeing offer various support courses or advice for people aged over 18 looking to make lifestyle changes and improvements to their health and wellbeing, among these is Adult Weight Management. Small group courses led by a trained nutritionist lasting 12 weeks are offered face-to-face or over Microsoft Teams. Individual 1:1 support is available outside of course dates for those who prefer individual support. These services are offered to adults with a BMI of 25-40. For more information, telephone 01243 521041 or email wellbeing@chichester.gov.uk www.chichesterwellbeing.org.uk

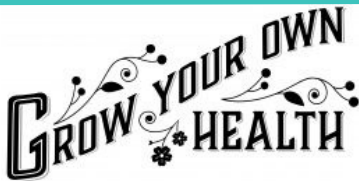
If you have a BMI above 40 please contact us for help and advice where our team can refer you for Tier 3 weight management support.

HeartSmart Walks

Free guided walks in the Chichester District

Keep an eye out for information about the local guided walks in our beautiful village that depart from the surgery car park. Don't know where you can walk? Don't have anyone to walk with? Feel unsafe to walk alone or prefer company?

You need to pre-book a space call 01243 521041 or visit their website www.chichester.gov.uk/heartsmart



Our Practice was pleased to take part in an exciting and original initiative called *Grow Your Own Health*. 2,500 packets of edible flower seeds were delivered to nearly 50 GP Practices across Sussex.

Gardening has been shown to improve your mental and physical wellbeing and connecting to your natural environment is good for you **and** the planet.

The big vision is to bring projects together that reconnect people with their natural environment, and their health. They would love to hear what you thought about this project, and to see how you got on. Please send them your photos on [instagram@growyourown.health](https://www.instagram.com/growyourown.health) [twitter@growrownhealth](https://twitter.com/growrownhealth) #growyourownhealth.

PRIVATE WORK

As restrictions to services remain in place, work such as private minibus medicals for our patients continue to remain suspended.

We are informed that D4Drivers provide minibus medicals. They can be contacted on 0300 3030 668 or email bookings@d4drivers.uk or visit www.d4drivers.uk, they are based in Horsham and Crawley. HGV medicals remain available.

TRAVEL VACCINES

We are no longer able to provide a full travel service. Our nurse team will continue to offer basic advice and public health vaccinations in line with current PHE guidance. See our website for more information and the relevant form you need to submit for each person.

Please allow 4-6 weeks notice before you travel so an appropriate appointment can be booked.

TELEPHONE CONSULTATIONS

As we manage the safety of patients needing urgent on the day care the duty doctor may decide to reschedule a booked telephone appointment during the morning or afternoon session at short notice. As our telephone consultations are not booked for a specific time slot, but for an approximate morning or afternoon call, this should not inconvenience you at all. If you look at your SystemOnline account however, you will see a time slot, this is merely there to help us manage our workload and should not be taken as an indication of the precise time the doctor or nurse will call you. If there is a major change to the time or day of your telephone consultation we will inform you.

Thank you for your understanding.