**THE PORCH SURGERY**

**SPRING/SUMMER**

**NEWSLETTER 2021**

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**The Porch Surgery**

Beechfield Road

Corsham

Wiltshire SN13 9DL

Telephone:

General Enquiries: 01249 712232

Appointments: 01249 713019

Cancellations: 01249 717030

**Web site:** [www.porchsurgery.nhs.uk](http://www.porchsurgery.nhs.uk)

**Out of Hours**

**Telephone: NHS 111**

**(Available 24 Hours a day 7 days a week)**

**NEWS**

**Changes to the way we work starting on 14th June 2021**

Since the start of the Covid pandemic we have been forced to change the way we work moving to a same day total telephone triage model and not booking any Doctor appointments in advance.

We now feel the time is right start the move back to a more familiar model however we still intend to operate a total telephone triage system for all appointments. In other words you will not be able to book an appointment to see a Doctor face to face without first speaking to a Doctor.

From Monday 14th June it will be possible to book a telephone appointment with a Doctor up to 7 days in advance for problems that are not urgent for the same day. After speaking with the Doctor, a face to face appointment can be arranged if this is deemed necessary. This face to face appointment might be on the same day or possibly at a later date.

There will still be a Duty Doctor available all day for urgent problems but this will only be for urgent problems that need attention on the same day.

There will undoubtedly be some teething problems so thank you in advance for bearing with us during this transition period.

**A Fond Farewell**

Dr Margaret Hatherell has retired after over 30 years in medicine and 25 years at The Porch Surgery.

After over 40 years in nursing Sister Linda Callaghan retired in October of last year.

Penny Aston was with The Porch Surgery for 24 years as a Medical Secretary until her retirement in January of this year.

Jane Hemmings was a receptionist for The Porch Surgery for 19 years until her retirement in April of this year.

**The Porch Surgery Welcomes**

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| Debbie Lytton – RN | Rachael Mathias – RN |
| Barbara Clegg – HCA | Paige Coombs – Phlebotomist |
| Tina Young – Receptionist | Emma Lewis – Receptionist |
| Tracy Manners – Receptionist | Claire Sanford - Secretary |

**Covid Vaccinations**

All patients who are eligible for their Covid vaccination are now able to book online for first and second doses, even if you booked your first dose through the surgery. To book your vaccination please ring 119 or visit : <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

You are now able to view your vaccination status via the NHS App. You can download the NHS App to your phone or tablet via the App Store or Google Play. To use it you must be aged 13 and over and registered with a GP surgery in England. If you need a letter to confirm your vaccination status you will need to ring 119.

**COVID-19**

The ongoing situation with respect to the Coronavirus pandemic is constantly changing. Please check the Public Health England and NHS websites for the most up to date information.

[www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)

[www.nhs.uk/conditions/coronavirus-covid-19/](https://www.nhs.uk/conditions/coronavirus-covid-19/)

**“If I die, it will be YOUR fault”**

Staff in general practice across the UK have been working incredibly hard over the last year to continue to support patients during the pandemic. We have experienced some of the highest levels of activity in modern times, whilst also providing the majority of COVID-19 vaccinations to patients. Sadly also during this time violence, aggression, and abuse towards practice staff has also increased. Practice Receptionists bear the brunt of this behaviour as they are often the first person that patients speak to when contacting the surgery.

The latest information coming from NHS England shows that in the week commencing 22 March nearly 6 million appointments were offered to patients; nearly 3.5 million were face to face appointments, 2.5 million were over the telephone, 33,000 were home visits and 28,000 were video consultations. Of these, almost 3 million were with a GP.

General Practice across the UK has had to work differently during the pandemic in order to keep patients and staff safe and to be able to continue to provide services for their populations. But practice staff are people too – they’ve suffered bereavements, had to self-isolate, shield or have tested positive for COVID-19, they’ve needed a break, and in some circumstances they’ve lost their lives. They’ve also been an integral part of the vaccination campaign on top of providing all of their usual services. Staff have worked over and above their normal hours to support these efforts.

In a world where you can be anything, be kind.

**Hay fever**

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| **C:\Users\porch\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\S0HBUJXL\sneezing-cartoon[1].jpg** | At this time of year hay fever can develop very quickly. Hay fever is a common allergic condition that affects one in five people at some point in their life. Please visit <https://www.nhs.uk/conditions/hay-fever/> for more information. |

**Shingles Vaccine**

A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to people in their 70s. The vaccine is given as a single injection. You’ll only need to have the vaccination once and you can have it at any time of the year. Please visit <https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/> for more information.

**Pneumococcal Vaccine**

The pneumococcal vaccine, commonly referred to as the pneumonia vaccine, protects against serious and potentially fatal pneumococcal infections such as pneumonia, septicaemia (a kind of blood poisoning) and meningitis. At their worst, they can cause permanent brain damage, or even kill. Please visit <https://www.nhs.uk/conditions/vaccinations/pneumococcal-vaccination/> for more information.

**Active Health**

This scheme provides a variety of physical activity opportunities. To access this scheme, please speak to your GP. [www.wiltshire.gov.uk/activehealth](http://www.wiltshire.gov.uk/activehealth)

**One You Website**

****There is lots of helpful advice and information on smoking, drinking, eating, moving, sleeping, and stress on the NHS One You website: [www.nhs.uk/oneyou](http://www.nhs.uk/oneyou)

**Make sure you choose the right C:\Users\Porch\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\X33HGQ5L\NHS-logo[1].jpg service**

**Self - Care is the best choice for minor illnesses**

Keep a well stocked medicine cabinet, guidance can be found at: <https://www.nhs.uk/live-well/healthy-body/your-medicine-cabinet/>

Visit [www.patient.co.uk](http://www.patient.co.uk). This website is an online resource loaded with tips and advice on the different self care options and help about treating minor ailments.

**NHS 111**

* Call 111 if you need medical help but it’s not a 999 emergency, NHS 111 is available 24 hours a day, 365 days a year. Calls are free – dial 111
* You think you may need to go to A&E or need another NHS urgent care service
* You need health information or reassurance about what to do next

**Pharmacists**

* Talk in confidence, without an appointment
* They offer expert advice on minor ailments such as coughs and colds, earaches, skin rashes and sore throats
* Some can provide services such as Chlamydia testing, emergency contraception and stop smoking services.

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| **Not sure what to do when your child is unwell?**  Why not download the free HANDi app? | http://www.newdevonccg.nhs.uk/file?rid=109278 |

The HANDi App aims to provide advice and support to parents and carers when your child is unwell.

It offers simple and straightforward advice on what to do and who to contact, including illness-specific home assessment guidelines for six common childhood illnesses:

* Diarrhoea and vomiting
* High temperature
* Chesty baby (Bronchiolitis)
* Chesty child (Wheeze and Asthma)
* Abdominal pain
* Common new born problems

Each of the six illnesses has a home care plan to help you provide the best support for your child, and give you confidence in caring for them when they are unwell. You can download the HANDi App from Google Play or the iPhone App.

**Self Help for Stress**

Stress is our emotional and physical response to pressure. That pressure can arise from external factors including life events, illness (ourselves or someone close to us) living conditions, work, home and family, study, lack of some necessity, or the demands we place on ourselves.

Even those events which we see as enjoyable can be stressful, such as holidays, moving home, starting a better job, pregnancy, parenthood, Christmas etc.

Stress can be shown through our:

**Thoughts**

**Emotions** – irritable, bad tempered, anxious, angry, depressed

**Physical sensations** – Heart racing, breathing faster, tense muscles, hot and sweaty, headaches, more forgetful, agitated, bladder or bowel problems.

**Behaviour** – Unable to settle, sleep disturbances, shouting, arguing, eating more or less, drinking more, using drugs, smoking more, crying.

**Try to identify what is making you stressed**

* Where am I when I am feeling stressed? What am I doing? Who am I with?
* What helpful changes could I make?
* What is within my control?
* Even if there is little you can do about some situations, maybe making small changes – in routine, in the way you handle things, doing things differently, taking time out, thinking about it in a different way, in getting help, seeking advice - could all make a difference.

**Doing things differently**

* Do something different (to what you normally do)
* Make time for yourself each day – relaxation, fun, enjoyment.
* Create a healthy balance – allow extra for activities which give you a sense of achievement, those that give a sense of closeness to others, and a sense of enjoyment.
* When stressed, it’s often the case we spend more time doing things that help us achieve, but less of enjoyment and closeness to others.
* Aim for a healthy balance.

For more information please visit the following website:

[www.getselfhelp.co.uk/stress.htm](http://www.getselfhelp.co.uk/stress.htm)

**Help for Older People- The Silver Line**

**What is The Silver Line?**

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| The Silver Line Helpline is the only national, free and confidential helpline for older people open 24 hours a day, 7 days a week and 365 days a year. They offer information, advice and friendship through their helpline and services. | **C:\Users\Porch\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\45WVEDOM\old-lady[1].png** |

**Who is The Silver Line for?**

The Silver Line is a helpline for older people and most of the people they speak to are over the 60.

**Other services offered**

* **Telephone friendship** – a weekly 30 minute call between an older person and a Silver Line friend volunteer.
* **Silver Letters** – a fortnightly exchange of a letter between an older person and a volunteer Silver Line Friend
* **Silver Circles** – a call between a group of older people on a shared interest or topic, taking place each week for 60 minutes.
* **Silver Line Connects** – help with informing and connecting an older person with national and local services.

**How can I join The Silver Line?**

Simply call the national, free and confidential helpline at any time of the day and night 0800 4 70 80 90 or visit [www.thesilverline.org.uk](http://www.thesilverline.org.uk)

**NHS Health Checks**

**What is an NHS Health Check?**

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| **C:\Users\Porch\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\R83W72MR\6029427387_c959451d6d[1].jpg** | The NHS Health Check is a health check-up for adults in England aged 40-74. It’s designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. |

**How do I get an NHS Health Check?**

If you are aged 40-74 and you have no pre-existing health conditions, you can expect to receive a letter from your GP inviting you for a free NHS Health Check every five years.

Once you have had your NHS Health check, your healthcare professional will discuss your results with you. You will be given advice to help you lower your risk of a stroke, kidney disease, heart disease, diabetes or dementia, and maintain or improve your health.

**Men’s Health**

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| Research shows that men compared to women are more likely to smoke and drink alcohol and generally lead less healthy lifestyles. In addition, men are more likely to put off routine check-ups and are less likely to seek help even if they are experiencing symptoms. | **C:\Users\porch\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\0A8V4YN1\health[1].jpg** |

**Five health symptoms men shouldn’t ignore**

1. A lump on your testicle. If you notice a lump or an abnormality in your testicles please see your GP, most lumps are not cancerous, but it is vital to get any abnormalities checked.
2. Trouble urinating. Only men have a prostate gland. When the prostate becomes enlarged, it can press on the tube that carries urine from the bladder. This can make it hard to pass urine and can be a sign of prostate disease.
3. Feeling depressed. If you’re depressed, you may lose interest in things you used to enjoy. If you have been having feelings of extreme sadness contact your GP. Depression is a real illness with real effects on your work, social and family life. Treatment can include, self-help, talking therapies and medication.
4. Impotence. Half of all men over the age of 40 have had trouble getting an erection at least once. Generally, lifestyle changes, such as weight loss and exercise, can correct the problem. However some men may need medication such as sildenafil (also known as Viagra)
5. Moles. Check your moles regularly and be aware of any changes in colour or shape, or if they start bleeding. Most changes are harmless are due to a non-cancerous increase of pigment cells in the skin, but it’s important to get any abnormal or itchy moles checked by your GP.

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| **Carers** | **C:\Users\porch\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\ZSHN2UIC\Wheelchair-Inclusion[1].jpg** |

We are proud to announce that the Porch Surgery has been awarded ‘Platinum’ accreditation by Wiltshire Investors in Carers for the support offered to our patients who declare themselves to be carers.

**Who is a Carer?**

A Carer is a parent, a child, a partner, a neighbour or a friend.

But what makes them a Carer too is down to how much more than the 'norm' they are doing for someone else.

A Carer is someone who provides help and support to a family member or friend who could not manage without their help.  This could be due to age, disability, physical or mental illness, substance misuse or eating disorder.

They might be helping with everyday household tasks, preparing their meals, making appointments for them, helping with tablets or other treatments.

Perhaps they have to help them get dressed and carry out day to day things that most of us take for granted.

They may even be giving them this care and support 24/7.

**Do you think you are a Carer?**

If you have any questions related to Carers, please feel free to contact Wendy or Emma, our Carers Leads, on 01249 712232 or collect a ‘Carers pack’ from the reception desk.

Carer Support Wiltshire is a Wiltshire-wide charity supporting people who care for family members and friends.

Caring can be difficult and frustrating; they understand carer’s needs and are able to signpost to a whole range of support services and activities.

All the services offered are both free and confidential.

The surgery holds carer clinics. The clinics offer a well-being check for carers. Afternoon tea meetings are also organised, these meetings are designed to be informal but informative as we recognise time is a precious commodity.

Please keep an eye on our Carers Notice Board (located in the Reception) for the date of future clinics.

At the meetings there is an opportunity to meet members of the Porch team and local representatives are also invited to attend the meeting to provide advice and support relevant to carers.

Unfortunately, due to COVID restrictions, we were unable to hold our Carer clinics or Afternoon Tea last year. Please keep an eye on our website and newsletters for updates advising when they will resume.

**Carer Support Wiltshire - Freephone: 0800 181 4118 Or 01380 871690**

If you are a carer or are cared for by someone, please let us know.  This is useful information for your GP and will be recorded on your medical records.

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| **Patient Participation Group** | C:\Users\porch\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\C01ALAYA\board-clip-art[1].gif |

We are fortunate to have an active Patient Participation Group where the retired population is well represented.

The PPG would like to engage with any underrepresented and seldom heard groups.

This would include patients with mental health conditions or groups with protected characteristics as identified in the Equality Act 2010 (Age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation).

If you would like some more information, please contact Liz Dawson at the surgery.

**Porch Web Site** [www.porchsurgery.nhs.uk](http://www.porchsurgery.nhs.uk)

We have a BRAND NEW web site! There is a lot of useful information on our web site which is continually updated with any news or changes.

If you don’t have access to a computer in your home you can use a computer free of charge in the library.

**Private Practitioners:**

We have a number of Private Practitioners working at our surgery and they are:

Acupuncturist – Helen Collins

Foot Health Practitioner – Watson’s Court Podiatry

Physiotherapist – Pickwick Physio

Sports and Remedial Massage Therapist - Anna Gardiner

For information on all our Private practitioners please visit our website or call the surgery.

If you are a Private practitioner and are interested in renting a room at the surgery please call the surgery on 01249 712 232 and ask to speak to the Practice Manager.

**A list of Useful Numbers**

We all recognise the scene - you’re scanning address books, diaries, calendars and scraps of paper and still can’t find that number you wrote down somewhere handy, which would be really useful now. Perhaps it’s one of these:

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| Community Health Team | 01249 715037 | Including Home First Service, OT & Physio |
| Medequip (Equipment) | 01249 815052 | |
| Link (Corsham) | 07884 887105 | |
| Link (Box, Colerne & Rudloe) | 07970 617617 | |
| Non-Emergency Hosp Transport – E-zec | 0300 777 577 | transport to or from NHS venue. |
| AgeUK | 0808 1962424 | Monday–Friday, 10am–3pm [enquiries@ageukwiltshire.org.uk](mailto:enquiries@ageukwiltshire.org.uk) |
| Independent Age | 0800 3196789 | Advice & support for older age |
| Silverline | 0800 4708090 | 24hr advice line for older people. |
| CRUSE Bereavement Care | 0808 8081677 | |
| Carer Support Wilts | 0800 18 4118 | Advice, practical & emotional support |
| Alzheimer’s Support | 01380 739055 | |
| Parkinson’s Society | 0808 800 0303 | |
| Stroke Association | 01373 823124 | |
| MND Association | 08457 626262 | |
| Arthritis Care | 0808 800 4050 | |
| Rheumatoid Arthritis Society | 0845 4583969 | |
| Neuro Team, CCH | 01249 456589 | Advice for most neuro conditions |
| Diabetic Spec Nurse | 01249 447100 | for patients already referred |
| Wiltshire Sight | 01380 723682 | |
| Hearing & Vision Team | 01380 725201 | (Wiltshire Council dept.) |
| RNIB Sight Loss Advice | 0303 123 9999 | |
| Learning Disabilities | 01225 713805 | |
| Dorothy House | 01225 722988 | End of Life, Palliative care, symptom & treatment advice, family support & early diagnosis service |
| Macmillan Cancer Support | 0808 808 0000 | Not practical help but emotional support & financial advice. |
| Victim Support: | 01380 738888 | |
| Samaritans | 08457 909090 | 24hr telephone support |
| Care Shop | 0161 8484000 | Home care equipment & supplies |
| Gompels, Melksham | 01225 702198 | Home care equipment & supplies |
| OT Stores | 0845 2607061 | Home care equipment & supplies |
| Great Western Hospitals (Swindon) | | Reception: 01793 604020 |
| Royal United Hospital Bath | | Reception: 01225 428331 |
| Salisbury Foundation Trust | | Reception: 01722 336262 |
| Melksham Community Hospital | | Reception: 01225 703088 |
| Warminster Community Hospital | | Reception: 01985 212076 |
| Chippenham Community Hospital | | Reception: 01249 447100 |