

Denmark Street Surgery

# Patient Newsletter

## Special points of interest:

- Covid-19 Vaccine
- Flu Season
- Flu jab/Covid Boosters
- Health and Wellbeing
- Mobile Self Check In System
- Appointment Survey Results
- Introduction to GP online appointments
- Cervical Screening
- E-consultations
- Welcome New Members



## Covid-19 Update

Throughout the pandemic we have strived to make the practice as safe as possible for all of our patients and staff and we will continue to do so.

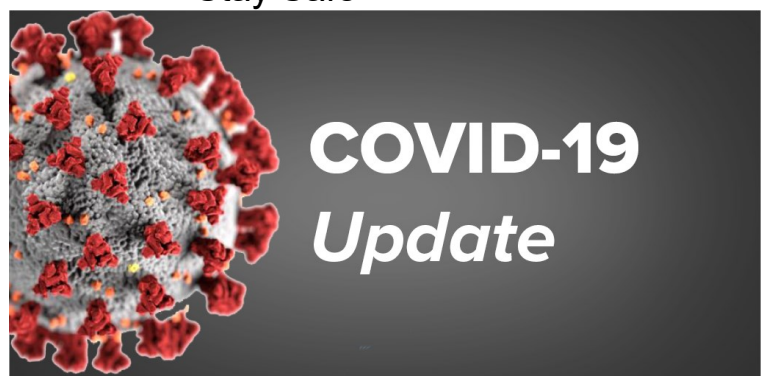
We continue to exercise infection control measures including requesting that patients and visitors wear a face mask, social distancing and the use hand sanitiser. The practice team will continue to wear PPE. We do understand that it can be frustrating but we know that when people come to us they are sick and vulnerable so we feel it would be wrong to not take these small precautions that will protect people.

In terms of opening up, as many of you know, we have never been shut and in fact have consulted with much higher numbers of patients than we did pre-covid (face to face, by phone, by e-consult and by video), not counting vaccinating the local adult population against covid-19.

All Darlington Practices have come so far in trying to minimise the impact of covid and we are sure you understand that we need to keep the surgery as safe for all patients as we can.

Stay Safe

**For more information in regards to covid 19 isolation, vaccination etc—please access the gov website.**



## **Flu Season**

Flu will often get better on its own, but it can make some people seriously ill. It's important to get the flu vaccine if you're advised to.

### **Check if you have flu**

Flu symptoms come on very quickly and can include:

- a sudden high temperature of 38C or above
- an aching body
- feeling tired or exhausted
- a dry cough
- a sore throat
- a headache
- difficulty sleeping
- loss of appetite
- diarrhoea or tummy pain
- feeling sick and being sick

The symptoms are similar for children, but they can also get pain in their ear and appear less active.

### **How to treat flu yourself**

To help you get better more quickly:

- rest and sleep
- keep warm
- take paracetamol or ibuprofen to lower your temperature and treat aches and pains
- drink plenty of water to avoid dehydration (your pee should be light yellow or clear)

*Beat the*  
**COLD & FLU**  
*season*



## Flu/Covid Boosters

This years flu vaccination service will be held centrally at The Old Exchange, Barnard Street, Darlington DL3 7DR and is due to start on 7th October 2021.

Instead of patients attending general practice for their vaccines, you will be asked to make a walk through appointment at The Old Exchange.

Invites will be sent out via text messages in the first instance whereby you can click on a link and will be different to SystmOnline to book your appointment. **The link is specific to the patient and will not work for anyone else. Patients do not have to be registered for SystmOnline and will only need to enter their date of birth to view available appointments.** Patients that do not have a mobile number recorded will be contacted via their landline number by a central care coordinator team. Letters will be sent to patients with neither a mobile or landline number.

A central booking line has been set up for patients to book, cancel and re-arrange appointments. Please contact 01325 238235

We are not yet booking covid booster appointments as we still don't know when these vaccines will be delivered.

It has been confirmed that flu jabs and covid boosters can be co-administered and we will be offering patients covid boosters when they attend for their flu as long as they are eligible when they become available.

### Eligibility For Covid Boosters

- Those living in residential care homes for older patients
- All adults aged 50 years or over
- Frontline Health and Social Care Workers
- All of those aged 16 to 49 years with underlying health conditions that put them at higher risk of severe COVID 19 and adult carers
- Adult household contacts of immunosuppressed individuals

## **Health and Wellbeing**

The practice is always taking part in health initiatives for the Better Health at Work gold award. We already have the bronze and silver award thanks to the healthy living teams hard work.

We are currently taking part in a hydration campaign to ensure everyone is drinking enough water and keeping hydrated. The team has been supplied with water bottles to help with this.

We recently took part in a steps challenge amongst the GP practices in Darlington were team members recorded their steps for the week and the team with the most steps won a prize!

We will continue running health campaigns and promoting health and wellbeing in the workplace.



## **MSK Service**

The Musculoskeletal service in Darlington currently offers help to patients suffering with muscle, joint, neck and back pain.

You can self refer by contact 01325 728988.

The service involves multiple different investigation and treatments such as Physiotherapy, Physioline, Clinical assessment and treatment, one to one rehabilitation and group classes.

Once you contact the number, the team will assess you over the phone and arrange anything that you would need going forward.



## Mobile Self Check in System

When attending the surgery for an appointment, there is now a mobile self check in system.

If you head to our website you can use this link to check in.

Alternatively you can scan the practice QR code when you attend the surgery. You will then need to enter your date of birth, confirm your name and appointment and your check in will be complete.

# SKIP THE QUEUE

## SCAN THE QR CODE TO CHECK-IN

### USE THIS LINK TO CHECK-IN

[5064.jayex.net/webcheckin](http://5064.jayex.net/webcheckin)



Having trouble? Ask our support team for help. To use Web Check-in, you will need to have internet connectivity. Jayex takes no responsibility for patients not being able to access the internet.



## Appointment Survey Results

We recently undertook a patient survey in order to review our appointment system. We received 1908 responses and 79% of these responses were from patients who had had an appointment with a GP or Nurse Practitioner within the past 12 months.

The responses have been summarised below and also the actions that we have taken as a practice

*Patients prefer to book an appointment for the next day and up to 7 days in advance*

Action Taken – Offered additional pre-bookable appts 7 days ahead  
Encouraged the Patient Liaison Team to have some flexibility when booking appointments when it comes to continuity of care e.g. next day etc.

*Patients prefer to book an appointment via telephone or online*

Action Taken – GP, Nurse Practitioner and Cervical Screening  
Appointments call all be made online as well as over  
The telephone

*Patients prefer an appointment between 7.30am to 1pm and 3pm to 6pm*

Action Taken - No action needed as we offer appointments at times that patients prefer

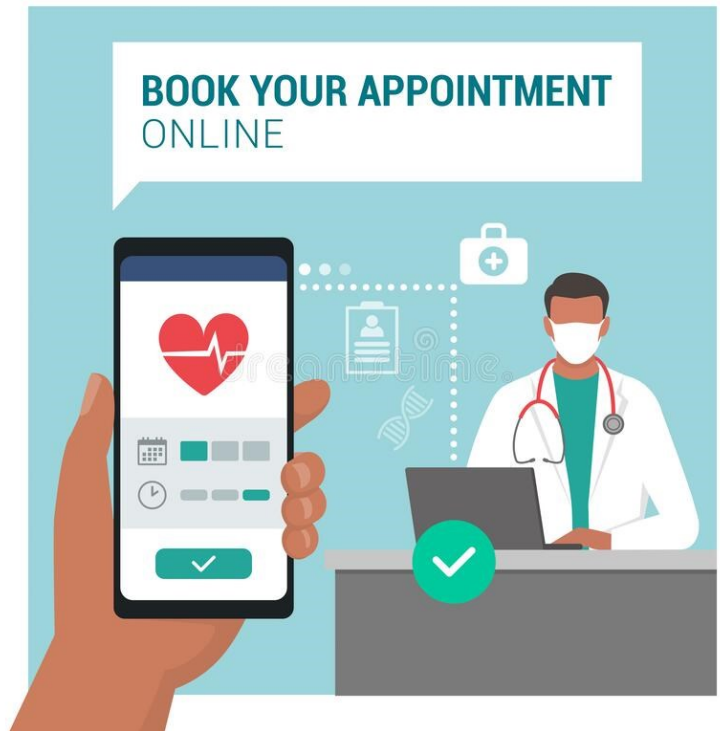
one weeks ahead book appointment Every weeks advance routine appointments ring  
required weeks urgency needed necessary appointment  
Sometimes day usually Depends available month call book  
Depends problem SEE Depending upon make urgent



## **Introduction to GP online appointments**

We have now implemented some more online appointments. These appointments are bookable by either the NHSapp or SystmOnline.

You are now able to book an appointment online with a GP, Nurse Practitioner or for cervical screening



## **Cervical Screening**

Cervical screening is a free health test available on the NHS as part of the national cervical screening programme. It helps prevent cervical cancer by checking for a virus called high-risk HPV and cervical cell changes.

In the UK, you are automatically invited for cervical screening if you are:

- between the ages of 25 to 64
- registered as female with a GP surgery.

You may get your first invite up to 6 months before you turn 25.

Please contact the practice and book an appointment as soon as you get the invite. These appointments are also available to book online.



## E-Consultations

E-consult is an online triage tool that enables GPs to conduct consultations more efficiently.

It provides an online portal where patients can self check their symptoms, and receive on the spot medical advice 24/7. Helping to relieve pressures on GPs by giving patients round-the-clock support and alternative treatment providers.

Benefits of E-consult for the practice—

- ♦ Determine the best course of action
- ♦ Work more efficiently
- ♦ Give patients better access
- ♦ Make better use of primary care services

Benefits of E-consult for the patients-

- ♦ Get medical advice 24/7
- ♦ Patient Satisfaction
- ♦ Diagnosis without attending the practice.
- ♦ Medication at the patients convenience

If you would like to use this website please head to our website where you will find a link on the home page.



**We have a new website  
up and coming  
in the near future**



## Welcome

We would like to welcome our new members of the team.

New Patient Liaison Assistants - Helen and Jeanette.

Business Administration Apprentice - Violet.

Nurse Lynette.

New GP Registrars, Dr Bremner, Dr Kamerkar, Dr Abimbola Abiodun, Dr Mirzaeian, Dr Goredema.

We are very happy to welcome you in to the surgery and hope you are settling in comfortably.



## THANK YOU

***Thank you to everyone who has given feedback and comments to the Practice regarding the services that we provide.***

***All suggestions and comments are taken on board and any suggestions that we can implement certainly have been.***

