

Welcome to the Camrose, Gillies and Hackwood's quarterly patient newsletter. We will update you on all of our services and any important national information you may need to know. Please let us know if there is any health information you would like us to include in the next installment of the newsletter by contacting us via nhccg.cgpartnership@nhs.net.

COVID-19 Vaccine Roll Out

We are very pleased to announce that over 50% of our patient list is now vaccinated! This is a huge 26,000 people! The UK's vaccination programme is currently underway and reaching large numbers of people daily. From recent news coverage you will know the NHS has prioritised the roll out of this programme by putting the population into cohorts, according to age and medical conditions. Whilst you may not have been contacted just yet, please be assured that the NHS will be in touch when your area is administering the vaccine to your cohort. For more information go to www.nhs.uk.

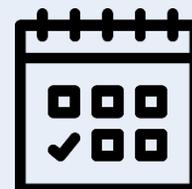
The NHS is here for you and your family

The past year has changed a lot, the pandemic meant that all GP Practices needed to work in different ways to make sure our patient and team members stayed safe. This does not mean that we are not here to help, primary care is very much still open.

Please be assured that all CGH sites work to NHS guidance on keeping COVID safe and that if you have any medical concerns, new symptoms or worries, please do get in touch via econsult link on our website or by calling. We are here for you and your family.

Cervical Screening

Cervical screening more commonly known as a smear test, is an examination to help prevent cancer. This test checks the health of the cervix for patients aged 25 to 64, and qualifying patients will be invited by letter.



If you receive a letter to book your smear test, please call the surgery at your earliest convenience to book the test.

During the examination a sample of cells will be collected and tested for high risk types of human papillomavirus (HPV). Afterwards you will receive a letter around 2 weeks later, explaining the next steps for you.

A video about how cervical screening is done can be found [here](#) on the NHS website.

Please try not to put off cervical screening. It's one of the best ways to protect yourself from cervical cancer.

If you are feeling particularly anxious about the test, please speak with your nurse performing the exam who can reassure you and talk you through the procedure.

Join our Patient Participation Group (PPG)

Did you know that we have a dedicated PPG who meets with members of the surgery team on a quarterly basis? Our PPG works with the surgery to help us provide services that are truly representative of our patients needs and wants. If you want to help shape the way we deliver care to you and the rest of our patients and can spare two hours a quarter to help us do this, please email nhccg.cgpartnership@nhs.net.

You said, we did – access and continuity

Your feedback is hugely important to all of us here at CGH, as it means that we can improve our services based on your specific needs and experiences. Two key themes within our patient feedback is that you want increased access to our service and more continuity of care. The team at CGH couldn't agree with you more, we want to be able to provide you with continuity – our clinicians love this too!

As a result of your feedback, we have decided to change the way we work to increase access to primary care services and provide you with continuity care. On the 28th June, we implemented a new way of working.

What this means is that we have **created five teams** within our practice and the GPs, Advanced Nurse Practitioners (ANPs), Paramedics, Physicians Associates and Care Coordinators have been allocated to a team – alongside every single one of our patients.

These teams are:

- The **green** team
- The **blue** team
- The **purple** team
- The **yellow** team
- The **orange** team

Each team will have responsibility for the care of their patient cohort, this will include:

- Routine and urgent care including home visits requests.
- Paperwork such as results, documents, tasks and prescription requests, reports, medicals, letters and other clinical administrative duties.

From the 28th June, when you call or request an appointment, our reception team will book you an appointment from your team of clinicians - to create continuity of care for you. Please do continue to contact us in the way that you currently do to request and book appointments.

Please note – Our Practice Nurse and HCA teams will remain working as they currently do, serving all of our patients.

We have allocated patients to teams so that you follow your existing named GP. Should your named GP leave, you will be allocated a new named GP who is working within your team.

For example, this month Dr Huyton, Dr O'Keefe and Dr Western will be leaving us for pastures new, those of you who were registered with these GPs will be reallocated a new named GP:

- Dr Huyton – you will be registered with a GP still based at Gillies (in either the **purple** or **green** teams).
- Dr O'Keefe – you will be registered with another GP within the **orange** team based at Essex House.
- Dr Western – you will be registered with another GP within the **yellow** team based at St Andrews, unless advised by text message.

We are making these changes to ensure that you are provided with the best possible care that we can and are seen by the right clinician at the right time.



Child Immunisation

Recent NHS statistics have shown that Child Immunisations are down this year, and we are here to continue providing this service. When considering vaccinations, it is natural to focus on potential side effects, but in this process also balance the benefits of the vaccine against the chances of potential harm. If your child is overdue a vaccination, please contact the surgery on 01256 479 747 to book their appointment.

Vaccination top tips for parents and carers

- Remember to take your [personal child health record \(PCHR\)](#) –this is usually known as the "red book".
- Call the practice or clinic to let them know if someone else is taking your child for vaccinations – or give the person a letter with your contact details.
- Dress your baby in clothes that are easy to remove – babies under 12 months have injections in the thigh.
- Dress toddlers and older children in loose or short sleeves – they'll have their injections in their arm.
- Try to stay calm during the vaccination – it's natural to worry but it might make your child anxious and restless.
- Let your child know what's going to happen in simple language – for example, "you may feel a sharp scratch that will go away very fast".
- Hold your child on your knee during the injection – if you're worried about seeing injections you could ask a nurse or another member of staff to hold them for you.
- Do not rush to get to your appointment – giving yourself plenty of time can help you and your child avoid feeling stressed and anxious.
- Do not be worried about speaking to the nurse or doctor – they can answer any questions you have about vaccination.

For further information, please visit the [NHS website](#).



Leg Club is Back On!

Every Friday morning we hold our 'Lindsay Leg Ulcer club' in our local community hall at St Andrew's Church. Did you know that CGH was the first Lindsay Leg club in Hampshire? The results from our club have been fantastic and really helped our patients with leg ulcers. The aim for these sessions is to help with caring for ulcers, changing dressings and to provide a safe social environment for people in a similar situation. If you would like to get involved helping with our weekly club email nhccg.cghpartnership@nhs.net. For more information on the Lindsay Leg Club follow: www.legclub.org

Thank you for reading the Camrose, Gillies and Hackwood quarterly patient newsletter. Your feedback is important to us! If you would like to see specific updates in our next edition, please email your suggestions to: nhccg.cghpartnership@nhs.net.