

## *JUNE 2020 PATIENT NEWSLETTER*

Dear Patient,

Welcome to the June 2020 newsletter for the near 60,000 patients of Shore Medical- incorporating Heatherview Medical Centre, Lilliput Surgery, Parkstone Tower Practice, Poole Road Surgery and Wessex Road Surgery. We have now been working together increasingly closely as a Partnership for 12 months.

This collaborative working has enabled us to respond to the Covid-19 pandemic rapidly, and effectively implement NHS England's advice on how to deliver care and safeguard our staff. This has involved stopping routine appointments and walk-in surgeries. Patients with potential infection have been directed to a specific site with allocated time slots and we have ongoing strict infection control measures in place. Guidance suggests these changes will be established as the "new normal" for GP care.

We would like to thank you all for your continued support during such a challenging time and ask for your forbearance as we move forwards.

As we begin to offer routine healthcare services again it is vital that we maintain many of our new ways of working. We will follow NHS guidance on when to reintroduce services and will always follow current best practice. This will mean that we are still unable to offer routine booked face to face appointments but will of course arrange to see you if we need to.

Our approach to delivery of health care for the future is outlined below.

Stay alert, be aware of all healthcare services available to you from online advice and local pharmacies to community groups, 111 and of course your GP surgery – we are here if you need us.

### UPDATE

#### **Booking Appts**

Welcome to the New Normal Shore medical services, with effect from Monday 1<sup>st</sup> June we are changing the way you book your appts

At Shore Medical we are working hard to enhance our services and improve access for patients - whilst keeping patients and staff safe during the challenge of the corona virus pandemic.

We want to ensure our patients are able to get the right care they need as quickly as possible, and we believe we are able to do this most effectively by using the technology we have at our disposal

**If your problem is a minor health issue you could choose to approach your local pharmacy or use NHS.uk for self help advice.**

To access appointments, we are asking patients, where possible, to complete an online eConsultation.

An eConsultation is a quick & simple online form which can be accessed through your surgeries' website or via the NHS app.

It allows you to access advice, from a Doctor, Nurse or from another member of our Clinical team from the comfort & safety of your own home. This allows us to keep our phone lines free for the few, often vulnerable patients who cannot access online services.

If you are unable to complete an online eConsultation, our highly trained receptionists can assist you **to complete the form over the phone.**

If your problem is urgent and needs treatment that day we have a team of GPs and Advanced Nurse Practitioners offering telephone consultations or video consultations that same day.

If the Clinician feels it is necessary to assess you face to face, the Clinician will arrange an appointment at the most appropriate branch of our 5 surgeries to ensure infection control measures are followed, keeping both patients and staff safe.

We have a dedicated hot site where full PPE is worn so that patients with infective symptoms that may be corona virus related can be assessed safely.

When an issue is assessed to be routine & non urgent, you may be offered a routine video or telephone consultation up to 1 week in advance. The Clinician may determine that a face to face appointment is required at this time, but in order to control the spread of the virus we cannot book face to face appointments in advance.

Our Nursing appointments will be offered as a mix of telephone consultations and same day face to face appointments which will be assessed for symptoms of corona virus prior to you entering the practices

**We would ask that you wear a face mask or face covering for all attendances at our practices.**

We also have a wider team of Health Professionals working with us at Shore Medical- including Specialist Physiotherapist, Child and Adolescent Mental Health Specialist Nurses, a Pharmacy Team and other Allied Health Staff – their services can also be accessed via the eConsultation

We are here for you; to look after your physical and mental health now; and in the future.

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We think these changes will deliver an excellent service whilst allowing **both you and the Shore team** to stay alert, control the virus and save lives

## SHORE NEWS

Thank you and goodbye to Dr Tessa Lambton – GP at Poole Rd and Archie Boka – Clinical Pharmacist.

Welcome to:

Anna Riglen – Child and Adolescent Wellbeing Coach

Nicola Roscoe – Child and Adolescent Specialist Nurse

Melissa Buckland – HCA at Parkstone Towers

Hayley Elgar – Community Nurse

Robbie Ryan – Bank Paramedic

## SHORE TEAMS

We now have 232 members of staff working for Shore Medical across our 5 branches....  
Including:

- Musculoskeletal Practitioners
- Clinical Pharmacist
- Clinical Pharmacy Technicians
- Advanced Nurse Practitioners
- Diabetic Nurse Consultant
- Asthma/COPD Nurse Specialist
- Practice Nurses & Nurse Practitioners
- HCA's
- Phlebotomist
- Social Prescriber
- Health Coach
- Child & Adolescent Nurse
- Child & Adolescent Wellbeing Coach
- Child & Adolescent Specialist Nurse
- Prescription Clerks
- GP
- Secretaries
- Receptionists and Admin
- Management/HR/Finance/Project Teams including 5 Directors
- IT Support Team

“If, a member of our team has helped you or has done something that you feel deserves recognition, you can nominate them to be our staff member of the month! Please email us and let us know!”

[enquiries.shore@dorsetgp.nhs.uk](mailto:enquiries.shore@dorsetgp.nhs.uk)



## GENERAL

### COMMUNITY

We are very lucky to have a dedicated frailty and home visiting team. In the cases of truly housebound patients, where a physical assessment is needed, our staff including Advanced Nurse Practitioners, Health Care Assistants, Paramedics, Community and Palliative Care Nurses have the correct PPE equipment to be able to support our vulnerable patients.

## THIS MONTHS HEALTH FOCUS



### MEN'S HEALTH WEEK: 15-21 JUNE 2020

The purpose of Men's Health Week is to raise awareness of preventable health issues and encourage men and boys to seek professional advice for health-related problems.

## EVENTS

Hopefully in the near future we will be able to reinstate our Diabetes Education events. In the meantime we are exploring holding some of these as virtual video sessions.

## CONTACT NEWS

The NHS APP is available now on IOS and Android

Use the NHS App to:

- **get advice about coronavirus**
- **order repeat prescriptions**
- **book appointments**
- **check your symptoms**
- **view your medical record**
- **register your organ donation decision**
- **find out how the NHS uses your data**



<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

## COMMUNITY NEWS

If you need wellbeing support or someone to talk to regarding domestic violence you can contact one of the organisations below:

The Domestic Abuse Helpline for Dorset - 0800 032 5204



**Domestic abuse** can affect anyone and takes many forms

**We are here to help:**

- 24 hour National Domestic Abuse Helpline - 0808 2000 247
- Dorset County - You First - 0800 032 5204 (24 hours)
- Bournemouth, Christchurch and Poole Outreach - 01202 710 777 (24 hours)
- Women's Aid - email - [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)  
Online chat room - [chat.womensaid.org.uk](http://chat.womensaid.org.uk) 10am-12pm Monday to Friday
- Respect helpline - 0808 802 4040  
For anyone worried that they may be harming someone else
- Galop - 0800 999 5428  
Domestic violence advice for lesbian, gay, bisexual and transgender
- Dorset Police - In an emergency call 999  
In a non-emergency email [101@dorset.pnn.police.uk](mailto:101@dorset.pnn.police.uk) or call 101

For additional help and advice go to [www.dorset.police.uk/abuse-help](http://www.dorset.police.uk/abuse-help)

Who can help me?  
We can

**YOU ARE NOT ALONE**



BCP council 0300 123052

<https://dorsetmind.uk/>



## SOCIAL MEDIA

You can also keep up to date on our services by joining our social media accounts:

[Instagram](#)

[@shore\\_medical](#)



Shore\_Medical Please meet our wonderful Nursing team and our Reception Supervisor Emma. Our team of nurses from all 5 surgeries are working together to provide essential nursing services, from childhood and baby immunisations to smears, wound care and chronic disease management. They are following strict infection control guidance to provide a safe service for all. Underneath those masks and goggles are smiles, kindness and professionalism.



Shore\_Medical #Mindfulness. We hear this term a lot at the moment, but what does it mean and how can it help you?

Being mindful does not need to involve meditation, it does not have to be time consuming or require dedication and commitment. Being mindful can just mean noticing things, letting your environment influence your emotions, or taking seconds or minutes to feel grateful for what you have or feel.

When you next go for a walk, look at a view or sit in your garden, take a second to really “see” and “feel” what is around you and you may find it gives you a sense of renewal and peace that is more welcomed right now.



Shore\_Medical We have a fantastic team of Directors at Shore Medical who are working hard behind the scenes to improve the efficiency and safety of the services we provide.

Changes like these Phlebotomy screens will ensure that we can provide a full blood testing service for our patients in a safe environment for both patients and staff alike.

This is just one of the many changes and adaptations that we are making to reinstate a full clinical service despite covid19

Or you can stay connected by joining our Facebook page

<https://www.facebook.com/shoremedicalGP/>

We also tweet regularly on Twitter [@medical\\_shore](https://twitter.com/medical_shore)

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**OUR NEXT QUARTERLY NEWSLETTER**



Look out for our next newsletter in September