

Spring Edition Newsletter 2021

Clover Heeley Green Surgery

302 Gleadless Road
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www.heeleygreensurgery.co.uk



**IF YOU REQUIRE A COPY
OF THIS NEWSLETTER IN
A LARGER FONT,
PLEASE SPEAK TO THE
RECEPTION TEAM**

Clover Heeley Green Surgery

LATEST NEWS

COVID-19 Update

For up-to-date information regarding the pandemic, please refer to the Government website:

www.gov.uk/coronavirus

What does this mean for patients of Heeley Green Surgery?

Due to the pandemic, GP Practices have had to adapt how patients access care.

What has changed?

- **No walk-ins.** At most GP practices, you can't walk in without an appointment. The doors may be closed or locked.
- **Strict social distancing.** There are less patients and staff in the building.
- **Face masks.** Everyone aged over 12 should wear a face mask, unless there is a medical reason not to.
- **Telephone reviews.** We talk to patients on the phone first, to decide what type of appointment they need.
- **More telephone and video appointments.**

What has stayed the same?

- We are providing the same high level of care that we have always provided. The way we do appointments has changed, but the care and treatment is the same.
- Face to face appointments are still available for people who need them.
- GPs are still doing home visits when needed.

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Why have these changes been made?

- Our top priority is to keep patients safe.
- Phone and video appointments are safe and effective. If we need to see you face to face we will, but often, we can get all the information that we need by talking to you.
- When patients come into the practice, we have to clean frequently. We have to put on and take off personal protective equipment, which takes time. We can treat more patients when we do phone and video appointments.
- Social distancing - we are keeping the number of people in GP practices low so that there is plenty of space.
- Across Sheffield, GP practice staff are isolating because they have COVID-19 symptoms or a positive test. We need to keep staff safe to keep services running. All our staff are provided with lateral flow tests to use twice weekly.
- We have worked hard in a difficult situation to come up with new innovative ways of working so that we can treat patients safely during the COVID-19 pandemic. We are proud of how well GP practices have adapted.

Our promise to you

- We will continue to work hard to keep you safe and provide safe, effective and compassionate care. We are here for you.

What we ask from you.

- Please don't go to your GP practice if you have COVID symptoms or a positive test.

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- Information about COVID restrictions, getting a test, self-isolating and facemask exemptions is online at gov.uk/coronavirus, or from the Sheffield City Council helpline [0114 273 4567](tel:01142734567). Please don't phone your practice for this information.
- If you need advice on minor illness, such as diarrhoea, skin conditions, or conjunctivitis you can contact a pharmacy instead of your GP practice.
- We know that things aren't perfect. Sometimes it is hard to get through on the phone and some patients don't like phone and video consultations. Please be patient – we are working hard to provide a good service in a very challenging situation.
- There has been an increase in patients being rude and abusive to staff. We understand that patients are in stressful and difficult situations but we will not accept abuse of staff.

The majority of our patients are polite and supportive and we want to say a huge thank you for adapting to the changes that we have made and for working with us.

Prescriptions

The pandemic has meant that all prescriptions are sent electronically to a chemist. Please allow the chemist 48 hours to process the prescription.

You can order repeat medication online if you have registered for our online services. To register, please contact the Reception Team.

Patient Participation Group (PPG)

The members are continuing to hold meetings remotely and if you would like further information about the PPG, the aims of the meetings, how to join, please refer to our website where you will find a very informative PPG Brochure, or contact the Reception Team. Our website address is

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PLI Day

(Practice Learning Initiative)

On certain afternoons the Practice closes in order that the clinicians and staff can attend essential training as part of their ongoing professional development. Please note that the next training day is

Tuesday 11th May 2021

and the practice will be closed from **1pm**.

When the Practice is closed, patients should call

0114 2507206.

If you have a life threatening medical emergency please dial **999**.

**NHS Walk-In Centre is available at
Sheffield City GP Health Centre, Rockingham House,
Broad Lane, S1 3PB (8am-10pm—365 days per year)**

Friends and Family

Because your feedback is very important to us and you are currently unable to provide it in person at the practice unless you attend an appointment, we are sending out text messages for feedback to patients which contain a link to our website. This only takes a couple of minutes, but it is very helpful to us. Alternatively if you would like to send your feedback now, please use the link below:-

<https://www.mysurgeryintranet.co.uk/FriendsAndFamily/surveys/TakeOurSurvey/?surveyId=22702>

Mental Health – Self-Help

Please note that as well as national websites, there is a Sheffield Mental Health website, where you can access local self-help. For further information go to:-

<https://www.sheffieldmentalhealth.org.uk/>

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Rebranding

Clover Heeley Green Surgery is part of the Clover Group and the practices have been rebranded. Our new name from April 2021 is **Clover Heeley Green Surgery** which reflects our other practices, ie Clover Highgate, Clover Mulberry, Clover Darnall, Clover Buchanan. You may notice our our new branding on our letterheads, website, etc.

Staff Update- GP Registrars

Clover Heeley Green Surgery is a well established training practice and the GP Registrars currently at the practice are:

Dr Sophie Keltie, GP Registrar

Dr Lucy Evans, GP Registrar

Welcome to the Team!!

We are currently able to offer appointments with 3 regular male GPs and 6 female GPs.

Telephone Questionnaire

Due to recent feedback about the telephone issues at some of our sites, we are conducting a quick survey to try and pinpoint the issues to address. We are as ever tied by space, and finances and so unfortunately just employing more and more staff is not feasible, so we need to find a creative solution, that address the problems. Answering these few quick questions will support us to get the right system in place for our patients. We will feedback with the results and the proposed solution we intend to put in place by May 2021. Please fill in the survey below.

<https://www.surveymonkey.co.uk/r/6PTBVPS>

Sheffield Primary Care Network

Clover Heeley Green Surgery is part of a Sheffield Primary Care Network and as a result we have been able to introduce new services to the practice. We currently have been allocated a physiotherapist, dietician, pharmacist and Home Blood Visiting Service.

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Covid-19 Vaccinations

The vaccination centre for the practice is the Matthews Practice (sometimes known as the Belgrave Practice). The team are currently working through priority lists and calling patients to arrange appointments. There is no need to call us.

Please do not attend the vaccination centre without an appointment. Alternatively if you are eligible for a vaccination, you can call 119 and arrange a vaccination appointment over the telephone, or go to the NHS website to arrange an appointment on-line, the link is

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

Useful information regarding the Covid-19 vaccinations can be found below:

<https://www.nhs.uk/search/results?q=vaccination%20for%20covid>

Birthday Medical Reviews

What is the BMR?

The group has recently looked at the way we provide medical reviews to our patients and as a result we are introducing **BMR** which is a personalised review of your medications and chronic diseases.

We hope that by using this system we can improve the safety and efficiency of our review process thereby reducing the number of visits you need to make and freeing up appointments for you to see us about other things.

How does it work?

We run searches of our records to identify patients who may need a review based on some conditions and the medication on repeat prescription. To evenly distribute the patients we need to review throughout the year we have chosen to base it on the patient's birthday month.

We will contact you in advance to invite you to book a review in the month in which your birthday falls. We will do this by text message so please make sure you keep your contact details up to date. The message will state which initial appointment you require and the length of that appointment.

Any further appointments required will be booked at each appointment. You shouldn't require more than 3 appointments and one of these may be by phone. Most people will require 1 or 2 but sometimes we need to repeat tests and this may lead to extra appointments.

We are starting to roll this out during April, but if your birthday falls before Autumn, you may find you are called slightly later than normal as we pick up pace with the new processes. Please rest assured you will be called for your review though.