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A message from The Patient Participation Group (PPG) Chair, Mr Glyn Jones

I hope everyone is well and keeping safe during these uncertain and trying times.

I just wanted to inform everyone that despite what is happening, the PPG is still in existence even though at present we are unable to have face to face meetings but hopefully in the not too distant future this will change and we can get back to normal and continue in assisting the Practice as in the past.

I'm sure many of you will have questions as to what is happening in the Practice at this time - this newsletter should hopefully answer a lot of your questions. If any of you have general questions (not specific ones relating to personal queries) please feel free to contact me either by phone/text (07973359988) or e-mail (glynandwendy@bopenworld.com). I will then collate all of them and send them to Bernie Highfield, the Practice Manager, and then respond to you. Please try not to overload the Practice with general questions unless it is for an urgent matter.

Take care everyone.

Regards

Glyn – PPG Chair

Face coverings: when to wear one and how to make your own

As per latest national guidelines we are now asking all patients who are able to wear a face covering to their appointment to do so. This is to protect patients and staff. Thank you for your understanding.

For Government guidance on when to wear a face mask, how to make one, and who is exempt please use the link below:



<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own>

Coronavirus—Changes in the Practice

As I am sure a number of you will have realised by now, we have had to make some changes to our normal working routine since the outbreak of the Coronavirus. In line with national guidance we are trying to perform as many services as possible remotely using eConsult and video consultations where possible. Both are very useful as we can ask patients to either send us a photo if this is required or actually 'see' them via a video link. This has been particularly helpful during the current situation for those pts who are shielding and reducing footfall at the surgery. We are able to organise sick notes, prescriptions and answer your questions if you need some advice. More information is included in this newsletter and on our website.

Coronavirus—Changes in the Practice continued ...

If you need an appointment you can still call the surgery in the same way as before but we may ask a clinician to call you back. This could be the same day or on another day depending how urgent your problem is. The reception staff can also send a message to the clinicians on your behalf. It's important to give the receptionist as much detail as possible so they can help you in the most appropriate way. The reception staff are fully trained and adhere to the same confidentiality rules as the clinicians so they will deal with your request sympathetically and efficiently.

Appointments for most vaccinations, cervical smears and some blood tests are going ahead as normal. However routine annual reviews and medication reviews may be carried out remotely by our team of Practice Nurses and Healthcare Assistants. If you have a long standing chronic illness such as diabetes, asthma, chronic lung disease, etc and you are worried please contact the surgery in the usual way. Other changes we have made include temporarily suspending online booking for GP appointments. You can still access your online account for ordering prescriptions and requesting access to your medical records (more information attached).

We ask that you telephone the surgery in the first instance for any requests that cannot be dealt with via eConsult or by using the self-help advice on our website. The front door is locked and there is a call button for patients who have a pre booked appointment. Please do not come to the surgery to order your prescription or for any enquiries. The call system is not designed for conversations and cuts out after a few seconds. Please telephone us to order your prescriptions and speak to the receptionist if you need to or leave a message on the answerphone. We ask that you do not request more than you need as we can only issue one month at a time. We will send your completed prescription to your nominated pharmacy electronically within 48hrs for you to collect. If you haven't set up a nominated pharmacy, can you please contact reception to do so.

If you need to be seen and have a pre booked appointment, give your details to the receptionist when you arrive. You will be asked to confirm that you do not have any Covid symptoms (high temperature, new persistent cough, loss of taste/smell) and if you are presenting with symptoms, you will not be allowed entry to the waiting room. If you do have symptoms, please follow the guidance on the NHS.uk website and get a test <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/> If you do not have access to the internet call NHS 119. If you are not presenting symptoms, the receptionist will check you in and ask you to wash your hands before you take a seat and we have provided tissues and hand sanitiser for your use. We have reduced the amount of seating in line with social distancing.

Sick notes that have been requested, will either be emailed or posted to you. Unfortunately we have to prioritise our workload so we may take longer than usual to complete insurance reports and private letter requests. Please make sure you request these in plenty of time.

The safety of our patients is our priority and we are taking as many precautions as we can. Information and guidance around Covid-19 changes daily and you can keep up to date by visiting www.gov.uk/coronavirus or www.nhs.uk/coronavirus

Remember, we are still open and still available for you. If you have a problem that is worrying you- please call us!

Thank you for your continued support during these difficult times.

Online Consultations

What is an online consultation?

We are using an online consultation platform called **eConsult**. Patients use their own computer, smart phone or tablet to access the platform from a link on our website. The platform gathers a structured medical history from the patient, which can be reviewed by the patient's own practice.

How do I access online consultations?

You can access the system from the home page of our website. A username or password is not required.

<https://www.thevalleysmedicalpartnership.nhs.uk/>

What can I use online consultations for?

You can request advice about a medical problem.

You can submit administration requests, such as requests for sick notes or confirmation of test results.

When will I get an answer to my enquiry?

We will respond to your enquiry by the end of the following working day. For example, if you submit your request on Monday, you will receive a response by 6:30pm on Tuesday at the latest.

What if my enquiry is about an issue that is medically more urgent?

The software used by our online consultation facility will ask specific questions that are applicable to the symptoms you describe. If, at any time, you give a response that indicates a more urgent problem, the system will prompt you to telephone the practice (or call 999 if it is an emergency). If the system prompts you to telephone the practice, we will arrange for a doctor to call you back the same day.

How will I receive a response?

You may receive a response by email or by telephone from the practice. This will depend on the outcome of the online consultation and what further actions are required.

Annual Reviews via eConsult

We have now developed a new process for some of our patients to have an annual review remotely. This involves filling in an online questionnaire which will be sent to the surgery and processed by one of our nurses. If you have provided enough information, they will be able to do this remotely and you won't need to be contacted, however they may have some queries so please ensure you include the correct phone number for us to contact you.

After submitting the eConsult you should receive an email confirmation from the Practice to say that we have received your eConsult but it may take a few weeks to process.

You can complete the online questionnaire if you haven't received an invite to do so, however you may still need to be seen if you are on certain medications or have other conditions. For conditions which aren't appropriate for eConsult we will send out invitations to attend the surgery in the usual way.

Please see our website for more details.

For any patients who are unable to access the internet and for those who will need to have blood test monitoring, we will invite you to attend the surgery for your annual review, although this may not be at the same time as last year.

eConsult: making getting the right help from your doctor easier



Patients with urgent symptoms will be identified quickly and helped sooner - this is because we will know why you need help already.



We can save you a trip to the surgery - we'll let you know if you need to be seen. Otherwise we will help you over the phone or let you know what to do.



A doctor may not be the best person to see you, so we can make sure you're seen by the right person based on your symptoms and the help you need.



You can use eConsult from any device that has an internet connection and at any time. No more queueing on the phone at 8am to get help.



As we know what your symptoms are, we can book you in for tests before an appointment or send a prescription to your pharmacy, saving you time.



There's no login or password for eConsult so there's one thing less to remember. Only your own practice sees the information you have submitted.



You can keep records of the eConsults you have submitted and access NHS self-help information.

NHS

econsult

Full Online Access to Medical Records

Patients are now able to access their full medical record online.

What can I expect to see?

Once you have online access to your medical record, you'll be able to see information from that date onwards. This includes information about your medication, allergies, vaccinations, previous illnesses and test results, hospital discharge summaries, appointment letters, consultations and referral letters.

Are there any safeguards?

Patient access to any element of their record is subject to appropriate safeguards. These are designed to ensure that access to records :-

- does not cause harm to the patient
- that legal confidentiality obligations for the non-disclosure of third-party information are adhered to

Can I nominate someone else to have access to my medical record?

You can access your GP records, and nominate someone you trust to access them, through GP online services.

What else does online access allow me to do?

Online access isn't limited to the full medical record. Access to your full medical record compliments the existing online access functionalities allowing you to:-

- book, check or cancel appointments with a GP (function currently suspended)
- order repeat prescriptions

When will I be able to get access to my full online medical record?

You can get access to your full medical record now. To obtain access either visit the online service section of the Practice website or telephone reception.

Do I need special software to access my full online record?

You can access your full online medical record via your existing SystemOnline access or you can utilise the new NHS App.

How do I obtain the NHS App?

The NHS App is available on Google Play and Apple app stores.

Use the link below to hear about Marilyn's story about online access to medical records

<https://www.youtube.com/watch?v=DFJQYFwVA48&feature=youtu.be>

Prescriptions are changing

Electronic Prescription Service (EPS)

Paper prescriptions are being replaced with electronic prescriptions. Most prescriptions are now signed, sent and processed electronically. EPS allows prescribers to send prescriptions electronically to a pharmacy of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.

Paper prescriptions will continue to be available in special circumstances, but almost all prescriptions will be processed electronically.

Choosing a pharmacy or other dispenser

In order to use the electronic prescription service, you must first inform your GP surgery of your nominated pharmacy. This can be set for all of your acute and repeat prescriptions or changed to a different pharmacy for 'one-off' prescriptions.

If you get regular prescriptions or are already using a prescription collection service (where a pharmacy collects prescriptions from your GP practice for you) then choosing a pharmacy to dispense all your

prescriptions may save you time by avoiding unnecessary trips to your GP.

Other benefits are that it gives you a greater freedom of choice to use a pharmacy convenient to you and because the pharmacy team receives your prescription in advance it will reduce your waiting time when you go to collect it.

You will still order your repeat prescriptions in the same way as you do now, but your prescriptions will be sent electronically to the pharmacy or dispenser of your choice.

Cancelling or changing your choice of pharmacist or dispenser

You can change or cancel your choice of dispenser at any time. Simply speak to your GP surgery before you order your next prescription.

You should allow time for the update to take place to avoid your next prescription being sent to the wrong pharmacist.

New GP Registrars (Aug 2020)

Our last registrars had an extended stay with us due to the pandemic but it is now time for some of them to move on and we would like to wish them all the best in their next placement. Some of them will return to us in the near future as ST3s.

We would like to welcome our new GP Registrars, F2 Doctor and pre-registration Pharmacist who started with us on 5th August. The ST3s will be here for 12 months and the ST2s will be with us for 4 months.

GP Registrars are fully qualified doctors who have chosen to specialise in General Practice and are with us for a period of time at various stages of their training. F2 Doctors are qualified Doctors completing their second year of foundation training after leaving medical school. A pre-registration Pharmacist is in their final year before becoming a fully qualified Pharmacist, registered with the GPhC (General Pharmaceutical Council)".

Gosforth Valley Medical Practice

Dr Ololade (Lola) Okeowo (f) (ST3)
Dr Val Danescu (m) (ST3)
Dr Olubunmio (Bunmi) Adebisi (f) (ST3)
Dr Steven Tao (m) (ST2)

KEY – (f) denotes female (m) denotes male

Moss Valley Medical Practice

Dr Ayoade Adebisi (m) (ST3)
Dr Tom Booth (m) (ST3)
Dr Tolulope Ogunnowo (m) (ST3)
Dr Yusuf Hussain (m) (ST2)
Dr Amy Granville (f) (F2 Doctor)
Essaam Khalil (m) (Pre-registration Pharmacist)

New Starters

We would like to welcome our new HCA – Bethany Haycock (f) – who started with us in July. Bethany is based at Moss Valley. Following induction / training, Bethany will provide the full range of HCA services.

Hay Fever

The Hay fever season is upon us and is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

Symptoms of hay fever include, sneezing and coughing; a runny or blocked nose; itchy red or watery eyes; itchy throat, mouth, nose and ears; loss of smell; pain around your temples and forehead; headache; earache; feeling tired and if you suffer with asthma you may also have a tight feeling in your chest; be short of breath and wheeze and cough.



Hay fever can last for weeks or months, unlike a cold which usually goes away after 1 to 2 weeks.

How to treat hay fever yourself: there's currently no cure for hay fever and you can't prevent it, but you can do things to ease your symptoms when the pollen count is high.

DO

- Put Vaseline around your nostrils to trap pollen
- Wear wraparound sunglasses to stop pollen getting into your eyes
- Shower and change your clothes after you've been outside
- Stay indoors whenever possible; keep windows and doors shut as much as possible
- Vacuum regularly and dust with a damp cloth; buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter

DON'T

- Cut grass or walk on grass
- Keep fresh flowers in the house
- Smoke or be around smoke - it makes your symptoms worse
- Dry clothes outside - they can catch pollen

For useful guidance and tips on managing hay fever, see the website below. Your pharmacy can also help with advice and medications to help with symptoms

<https://www.nhs.uk/conditions/hay-fever/>

Safety in the Sun

Sunburn increases your risk of skin cancer.

Sunburn doesn't just happen on holiday - you can burn in the UK, before full summer or even when it's cloudy.

There's no safe or healthy way to get a tan. A tan doesn't protect your skin from the sun's harmful effects.

Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight.

Sun Safety Tips

Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October.

What factor sunscreen (SPF) should I use?

Don't rely on sunscreen alone to protect yourself from the sun. Wear suitable clothing and spend time in the shade when the sun is at its hottest.

When buying sunscreen, the label should have:

- a sun protection factor (SPF) of at least 15 to protect against UVB
 - at least four-star UVA protection



UVA protection can also be indicated by the letters "UVA" in a circle, which indicates that it meets the EU standard.

Make sure you:

DON'T

- Get sunburnt

DO

- Cover up with suitable clothing and sunglasses
- Take extra care with children
- Use at least factor 15 sunscreen

Make sure the **sunscreen is not past its expiry date.**

Most sunscreens have a shelf life of two to three years.



Live Life Better

You might have decided that the new decade is the time you finally give up smoking and/or eat more healthily. Please don't forget that we are here to help and can offer you assistance with what can be, for many people, a real struggle.

If you think you might need help to stop smoking, or you want to discuss how you might stop and what's out there to help you, for example, using nicotine patches, nicotine replacement gum/tablets you can self-refer to 'Live Life Better'.

With the average cost of a packet of 20 cigarettes at now over £10.00, if you smoke 20 per day over the whole year you could be spending in excess of £3,500. If that's not a good enough incentive to quit the damage to your health should be. Did you know.....smoking is the biggest cause of preventable deaths in England, accounting for nearly 80,000 deaths each year. One in two smokers will die from a smoking-related disease.

If you could see the damage, you'd stop.

Live Life Better can help you with weight management and are happy to advise you on eating a healthier, balanced diet. If you would like to discuss lifestyle changes, please contact them. Eating more healthily does not mean depriving yourself!



Live Life Better is a free service for people of Derbyshire who can offer advice for mental wellbeing, losing weight, getting fitter, stopping smoking and other services.

Visit their website for more information at <https://www.livelifebetterderbyshire.org.uk/home.aspx>

or telephone **0800 085 2299** or **01629 538 200**

Some helpful phone numbers / websites

Local Support

For elderly or vulnerable patients who are self-isolating and need support from the council -call NE Derbyshire Council on 01246 231111 or see the information on their website and fill in the online form

<https://www.ne-derbyshire.gov.uk/>

Mental Health Support

Targeted Psychological Intervention. IAPT providers in Derby and Derbyshire are open to new referrals as usual. Contact details are as follows:

- Trent PTS - 01332 265 659
- Insight Healthcare - 0300 555 5582
- DRCS - 0800 047 6861 or 01773 833 716
- Relate Derby (Counselling Couples and Counselling only) - 01332 349177
- Relate Chesterfield (Counselling Couples and Counselling only) - 07401 343817 or 01246 231010

Mental Health Support - Covid-19

If you have concerns or worries relating to the current Covid-19 pandemic, there is advice and support available from Every Mind Matters campaign dedicated Coronavirus resource:

www.nhs.uk/oneyou/every-mind-matters/

This includes tips on keeping well while staying at home, and helping to deal with anxiety.

Domestic Violence Support

You can:

- talk to a doctor, health visitor or midwife
- women can call [The Freephone National Domestic Abuse Helpline, run by Refuge](http://www.refuge.org.uk/) on **0808 2000 247** for free at any time, day or night. The staff will offer confidential, non-judgemental information and support
- men can call [Men's Advice Line](http://www.menadviceline.org.uk/) on **0808 8010 327** (Monday and Wednesday, 9am to 8pm, and Tuesday, Thursday and Friday, 9am to 5pm) for non-judgemental information and support