

# *South Hermitage Surgery*

## *Patient Newsletter February 2020*

### Upcoming Closures

**Friday 10th April & Monday 13th April—CLOSED—Easter Bank Holiday**



**Friday 8th May—CLOSED—Bank Holiday**

**Monday 25th May—CLOSED—Bank Holiday**

*The surgery will be closed 1-2pm every Tuesday for training.*

**We are open as usual on all other days.**

If you need urgent medical help or advice when the surgery is closed please call **111**. The NHS111 service is free to call, 24 hours a day, 365 days a year.

### **IMPORTANT INFORMATION REGARDING CORONAVIRUS**

The NHS in Shropshire, Telford and Wrekin and Public Health England (PHE) are extremely well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.

The risk to the general public is moderate. If you have arrived back to the UK from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau within 14 days, follow the specific advice for returning travellers.

Anyone who has travelled to China or places listed above in the last 14 days and develops symptoms of cough or fever or shortness of breath, should immediately:

- Stay indoors and avoid contact with other people as you would with the flu
- Call NHS 111 to inform them of your recent travel to the country

Information for the public is available at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

### **Enhanced Summary Care Record**

Your Summary Care Record (SCR) is a copy of key information held in your GP record.

It is now possible to enhance your SCR with information on medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you previously experienced as well as illnesses and health problems, operations and vaccinations, treatment preferences and what support you might need.

SCR provides authorised healthcare staff with faster, secure access to essential information about you and is used when you need unplanned care or when your GP practice is closed.

**Have you signed up for an Enhanced SCR yet?** Please ask at reception for more details.

## **There are some issues that can't be fixed by medicine alone**



It could be that another form of support is needed. Healthwatch Shropshire wants to hear the views of people between 16-25 about how alternative forms of support could help young people.

It could be that another form of support is needed. In Shropshire this help is given through 'Social Prescribing'. The Social Prescriber helps each person to think through what might help them improve their long-term health and well-being. A referral to a voluntary, community and social enterprise group could be made. The social prescriber supports and helps each person review their own progress as they attend the groups. For example, it might help you to lose weight if you go to a walking for health group. The gentle walk might also help you feel less isolated as you get to know everyone and make new friends. So the group helps you improve your long-term well-being.

Healthwatch Shropshire is trying to understand how social prescribing might work for people between 16-25 who need it. They have been talking to focus groups who have struggled to name groups or activities in Shropshire that might be of interest and helpful. So they want to hear from as many young people in Shropshire about what activities, clubs, teams and groups they go to. Equally, it will also be useful to hear the reasons if you do not go to groups.

All this information will help Shropshire to continue to develop this service.

Plus if you complete the questionnaire, leaving your contact details you will be entered into a prize draw for a £30 voucher.

The questionnaire will be available until the end of March here: [shorturl.at/eyDFU](http://shorturl.at/eyDFU)

Healthwatch Shropshire is the independent consumer champion for health and social care in Shropshire. It gathers the views and experiences of patients, service users, carers, and the general public about services including hospitals, GPs, mental health services, community health services, pharmacists, opticians, residential care and children's services. It also has statutory powers that it can use to influence service provision by encouraging improvements.

## **Did you know we are a Research Practice?**



In 2019/20, our practice has contributed to the collective participation of 14,423 people in primary care research, which exceeded expectations of how many people would take part.

We are working with CRN West Midlands to ensure that wherever possible, patients, the public, and users of social care services have equal opportunity to take part in clinical research.



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