

Welcome to November's newsletter! We are still here seeing and treating patients as safely and effectively as possible! What a year it's been, and still very stressful now we have hit the winter months, flu season and the run up to Christmas.



If you think you may have Coronavirus symptoms you should still use the on-line 111 service or call 111 initially.



If you have an urgent need for non-Coronavirus matters contact us but please use E-CONSULT where possible in the first instance.

Marysville has stayed open throughout the year and we are confident in the systems and processes we have in place to keep patients and staff as safe as possible. We have new technologies available to us and continue to adapt if more become available. Utilising email, text messaging and video calls to help us engage and treat patients effectively. We are still seeing patients face to face when required, but due to having to clean and wipe down the room including door handles etc after each patient the whole process takes a lot longer. If we can help you without bringing you into the surgery then that is the safest thing to do, to minimise your risk and exposure to Covid-19.



Many of the surgeries throughout Shropshire and nationally have seen an increase in patient complaints and dissatisfaction due to delays with appointments or referrals; please let us assure you that we are here for you and we are doing the best we can. All staff, clinical and admin, are only human and subject to the same isolation rules as everybody else, so in a very short space of time we could find ourselves short staffed if a school closed for example and one

of our team had children in that school. We abide by very strict PPE rules within the practice to protect everybody working there and everyone visiting.



Flu Vaccine for Over 65 year olds

We have run four very successful mass flu clinics at Severnfields Medical Practice for the over 65 patient population. This was a huge success and collectively we vaccinated over 6000 patients! Thank you for your patience and flexibility to attend these clinics. We loved hearing all of the positive comments on social media, and quite a few of the Marysville team gave up their Saturday's to help out. We also had a team of "Gruffalos" all ready for the children's flu clinics at our own surgery!



Covid Vaccine

You'll have seen much about the potential Covid vaccines in the media. There have been successful trials of Covid-19 vaccines by at least three companies and the UK government has been placing orders.

Directives have come down from NHS England and the CCG together with our local primary care networks, and GP practices are in talks about how best to deliver these vaccines.

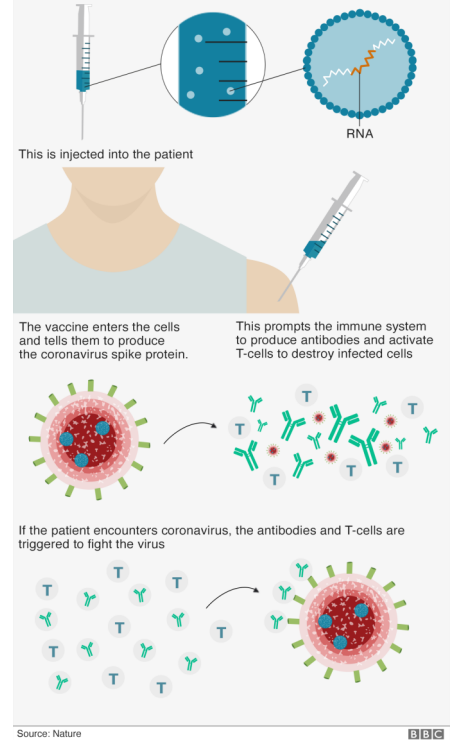
More information is coming out every week and as soon as we have some concrete instructions we will ensure that we communicate our plan with you.

It is likely that the highest risk patients may have access to a vaccine by the end of the year, but that the majority will be done in early 2021 and into the spring.

This is great news that we are seeing vaccines so quickly and gives a glimmer of hope that we can start to beat and reduce the cases of this horrible virus. In the meantime we must continue to follow the guidance, look after ourselves and each other, and we will get through this.

How an RNA vaccine would work

Scientists take part of the virus genetic code that tells cells what to build and coat it in a lipid so it can enter the body's cells



Flu Vaccine for 50-64 year olds

You will have seen in the media that for the first time patients who are between 50 and 64 years of age, with no other risk factors, will be offered the flu vaccine this year.

We are awaiting supplies of this vaccine to be delivered and we will contact you with regards to booking an appointment for this. Please look out for a letter or text message asking you to contact us to book your appointment. If you have not received a letter or text by 1st December and feel you should be having a flu vaccine please ring reception.

We will be holding mass vaccinations at Severnfields Medical Practice on Saturday 5th and Saturday 12th December. You will need to bring your letter with you, and you will need to arrive wearing a mask, and able to get your arm out of clothing quickly, so please do not wear lots of layers or coats. The process will be very quick hopefully and we'll have you in and out as quickly as possible. We used this approach for the over 65 population and it was hugely successful, and we had great feedback from patients.

Hospital referrals and expedite letters

We appreciate that for those of you who have been referred on to hospital this year you may be feeling increasingly frustrated at the waiting times for routine appointments, procedures and operations. GP's do not receive any information from hospitals regarding the length of the waiting lists or get informed of when your appointment is. If you ring us we will not be able to give you a new information on where you are in the system. If you need an update please contact the Appointments team at the hospital where you have been referred to. When the pandemic began hospitals were instructed to cancel all routine appointments and procedures, but their existing waiting lists did not go away, and continued to grow whilst they were closed to referrals. For many months now outpatients and x-rays/scans have been going ahead but at a slower pace than pre Covid, as like us, they have to space out appointments and clean everything between each patient. Patients asking for their case to be made "urgent" will inevitably push other patients further down the waiting list who may have very serious/critical conditions. However if you are medically deteriorating and your condition or symptoms have CHANGED then do contact us with these details so we can reassess you and we may then be able to expedite your hospital appointment. We ask for your patience, and assure you that we are all working together as best we can to ensure we get through this and see everyone that needs to be seen.



***NEW* MOBILE CHECK IN NOW AVAILABLE AT MARYSVILLE!**

JUST SCAN THE QR CODE WITH YOUR SMARTPHONE TO CHECK IN TO YOUR APPOINTMENT