

Welcome to July's newsletter! We have made it to summer! The weather has been lovely recently and the end is in sight with lock down measures finally easing up. We hope you're managing to enjoy the sunshine, and/or the football, and/or the tennis! It is lovely to see some normality resuming.

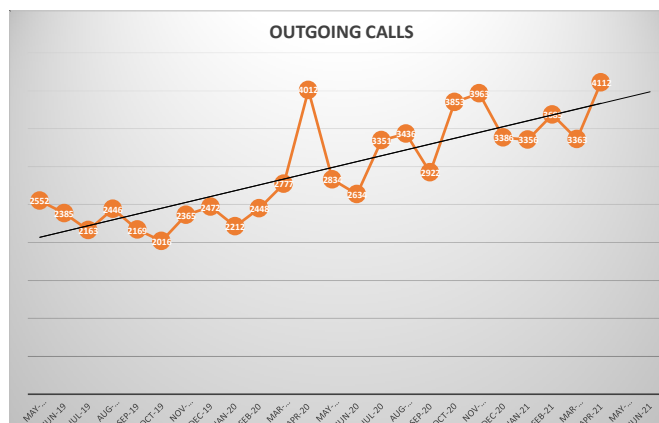
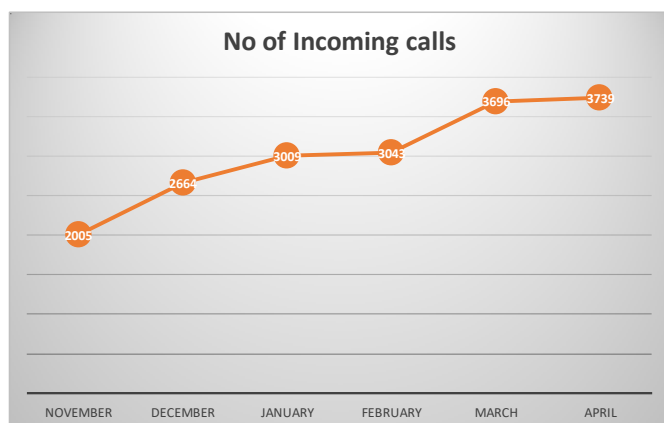


**If you think you may have Coronavirus symptoms you should still use the on-line 111 service or call 111 initially.**

**If you are concerned about a non-Coronavirus matter, that you think is important, do still contact us but please use E-CONSULT where possible in the first instance.**

### DEMANDS ON PRACTICE AT ALL TIME HIGH

We have continued to be open and provide medical care all throughout the lockdowns, despite staff shortages and very difficult circumstances. Since the easing of lock down measures demand has risen hugely as shown in these graphs:



**The number of face to face appointments we have available is reduced compared to pre-pandemic levels due to the amount of cleaning required of rooms and equipment, we have however increased the number of appointments by using other methods e.g. telephone calls, when that suits the need of the patient.**

Are we getting any extra resources to help off set this shortage ? NO - there are no further resources available

Is it just Marysville struggling? NO - we work very closely with other local surgeries, and also nationwide General Practice is on its knees and staff are exhausted. We are actually doing very well to be able to offer routine appointments in such a timely manner. We have taken the decision to continue to assess and triage all requests for appointments. By doing this we are managing to ensure those with **CLINICAL NEED** are seen in a reasonable time frame. We know if we opened up the appointments freely that the next 8 weeks would all be booked overnight. Even more so now, and as we have throughout the pandemic, we continue to see patients face to face when examination is required or for those who cannot communicate as effectively via phone call.

### **PLEASE BE PATIENT AND KIND**

We are fortunate that most of our patients are polite and patient whilst we do what we can to help with limited staffing levels, resources and underfunded primary care. However for the small number that seem to have forgotten manners we have a zero tolerance policy. Nationally there is a campaign running to highlight the abuse receptionists receive—you can find out more here—<https://www.marysville.co.uk/from-the-institute-of-general-practice-managers-igpm/>

Many thanks to the many patients who have continued to thank and support us - your kindness has lifted us on difficult days and helped us keep going.

### **USING AVAILABLE PEOPLE AND TEAMS**

Primary care services don't just include the GP - and sometimes specific services have been created or set up by the NHS to cope with need. This includes services such as: Pharmacy schemes to treat urine infections / ear problems, Eye problems - MECS, Mental Health Access Team, Clinical pharmacists working with us to sort out prescription issues/ prescribing/ medication reviews, Walk in centre—So if you are directed to one of these services please use it where possible. Our receptionists have had training on what is available and Shropshire CCG has funded this training for all local practices. It is recognised that a medical practice can't do everything and has other vital roles to do, so please do use the self help advice available to you.

## NHS App

We would encourage you to download the NHS App to access your information including your Covid vaccination status. For more information please visit this website <https://www.nhs.uk/nhs-app/>

We have no control over this app and access to it, the information is pulled from the clinical system where your data is stored.



**NHS Data Opt Out/Opt In** Your health records contain a type of data called confidential patient information. This data can be used to help with research and planning.

You can choose to stop your confidential patient information being used for research and planning. You can also make a choice for someone else like your children under the age of 13.

Your choice will only apply to the health and care system in England.

### **What is confidential patient information**

Confidential patient information is when 2 types of information from your health records are joined together.

The 2 types of information are:

- something that can identify you
- something about your health care or treatment  
For example, your name joined with what medicine you take.

Identifiable information on its own is used by health and care services to contact patients and this is not confidential patient information.

### **How we use your confidential patient information**

#### **Your individual care**

Health and care staff may use your confidential patient information to help with your treatment and care. For example, when you visit your GP they may look at your records for important information about your health.

#### **Research and planning**

Confidential patient information might also be used to:

- plan and improve health and care services
- research and develop cures for serious illnesses

#### **Your choice**

You can stop your confidential patient information being used for research and planning. Just contact Reception who can process your Data Opt Out request. If you're happy with your confidential patient information being used for research and planning you do not need to do anything. Any choice you make will not impact your individual care.

#### **We are not going to sell your data**

NHS Digital does not sell data. It does however charge those who want to access its data for the costs of making the data available to them. This is because we are not funded centrally to do this. Charges only cover the cost of running the service and means that those organisations who need access to the data bear the costs of this, rather than NHS Digital. We do not make profits from the service.

The data will only be used for health and care planning and research purposes by organisations who have a legal basis and legitimate need to use the data. We publish the details of the data we share on our data release register so we can be held to account.

We do not allow data to be used solely for commercial purposes.

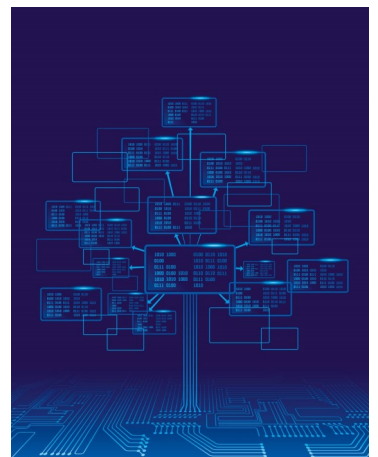
#### **Data we will not collect**

We **will not** collect your entire GP record, we **will not** collect:

- patient names and full addresses
- written notes (free text) of any consultations or interactions between patients and clinicians
- images, letters, videos, or documents
- medicines, appointment, or referral data over ten years old#
- legally restricted data such as IVF treatment or gender reassignment

#### **Making data available for research will lead to better:**

- NHS services for patients
- Treatments
- Medicines



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

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

## Covid Restriction Update:

Throughout the pandemic we have strived to make the surgery as safe as possible for all our patients and staff. We will continue to do so going forward.

From the 19th July nothing will change at the surgery - patients will need to still wear a mask, socially distance and use hand sanitiser in the surgery and staff will continue to wear PPE. We do understand that it can be frustrating but we know that when people come to us they are sick and vulnerable (and some cannot receive the covid vaccinations due to medical reasons) so we feel it would be wrong to not take these small precautions that can protect people.

In terms of opening up, as many of you know, we have never been shut and in fact have consulted with much higher numbers of patients than we did pre-covid (face to face, by phone, by e consult and by video), not counting vaccinating 90% of the adult population twice in the last 6 months.

The local community has come so far in trying to minimise the impact of Covid and we are sure you understand that we need to keep the surgery as safe for ALL patients as we can.



## Community & Care Coordinator and Social Prescribing

We recognise that there are individuals who are socially isolated, lonely and need help within the community. Often these individuals have multiple health conditions, including memory loss and may often have limited networks of care or support. In order to support such patients, part of the Practice team includes Heather as our Community & Care Coordinator. The focus of this role is to help patients by coordinating support, signposting on or referring to other services which may help them to cope better with their everyday lives. The support may be provided by the NHS directly or the voluntary Sector or delivered by the Community volunteers within the Practice.

Social Prescribing is a non-medical programme designed to help people with a wide range of social, emotional or practical needs. This may include those who may be;

- Caring for someone who cannot manage without this help
- Living with a long-term health condition
- Wanting to change their lifestyle e.g. giving up smoking or losing weight
- Feeling worried or anxious
- Feeling lonely or socially isolated

Our Social Prescribing Advisor, Hope Robson is with us at the Practice once a week on Wednesday making contact with patients who have either been referred to her by a GP, another member of the practice team or by the patient themselves.

Social Prescribing uses a person centred, preventative approach by intervening early, before problems start to escalate. In Shropshire, people referred have the space to talk one to one with a trained Social Prescribing Advisor and come up with a plan of action together, to help resolve health and wellbeing concerns and help put the person back in charge of their life. Connecting people back to a service or activity in their community is key to social prescribing, and this comes through referring people to local voluntary and community based groups or activities.



Please ask at Reception about an appointment if you feel you might benefit from speaking to Heather or Hope.

Please follow this link for further information on Social Prescribing: <https://shropshire.gov.uk/shropshire-choices/i-need-help/social-prescribing-in-shropshire/>

## New faces at Marysville

We have had a few staff changes at the practice, and we're delighted to welcome Sister Grace Garner who joined the nursing team in June; Katy who you will see in Reception and also doing some Phlebotomy clinics; and Chloe who also joins our Reception team.

