

MAYFORD HOUSE SURGERY - CHRISTMAS NEWSLETTER 2020

What a year!

I'm sure we will all be relieved to see the end of it and look to the coming year with renewed hope and vigour!

Please can we reiterate our thanks to you all for your patience and support over the best part of this year? Your words and gifts of encouragement and kindness have meant a great deal to us all at the surgery. We continue to work at more than our full capacity, with staff working overtime where they can, as our dedicated and professional teams endeavour to provide you with the best care we can. We continue to help the hospitals out by doing their bloods for them, and all teams are trying to support you and answer your concerns to the best of our abilities. We appreciate that this year continues to be stressful and that many of you will have queries about not just your health but also about the 50-64yr old flu vaccine and the Covid Vaccine.

Appointments

We continue to be 'open for business as usual' as we have been all year, and to provide a range of appointments; all clinicians will arrange a face to face review if they feel that this would be beneficial.

You can contact us via the telephone, by completing an online consultation via our website (secure) or by booking a telephone appointment directly on line. We would encourage all our patients to ask for online access. This gives you the ability to book appointments, order repeat medications and to view your notes. This can be done at any time of the day and saves time trying to get through on the telephones. You can even download the app to your phone.

Care Navigation

This is a tried and tested model of care that improves access to primary care services for all our patients and to also reduce GP pressures.

If you call the surgery for an appointment our trained receptionists will ask you the nature of your problem. This is to enable them to give you an appointment or advice about who can best deal with your issue. The days whereby GPs used to deal with all patient queries are long gone; we now have highly trained professionals working within the primary care team and in the community who are very effective at giving advice and treatment to patients. Please look at our website for further information. As a few examples: Did you know that patients no longer need a referral from the GP to the physiotherapy department if you have a joint problem including back pain? You can contact Physio direct directly on **01609 854973** or our receptionists can book you directly in to a physio first slot via the surgery. If you need some advice about a minor illness including rashes, the local pharmacist can help.

Seasonal flu vaccines

As many of you will be aware, the government promised the seasonal flu vaccine this year to all patients aged 50-64yrs regardless of medical problems.

We have recently been given the go ahead to provide this and will be putting on some bookable flu clinics over lunchtime during the week. Once you receive an invite for this, you can either book the appointment for your flu vaccine on line into a designated slot or call our reception team to arrange an appointment.

THESE ARE NOT WALK IN APPOINTMENTS; WE ARE UNABLE TO PROVIDE THIS TYPE OF SERVICE DUE TO SOCIAL DISTANCING RULES.

Covid Vaccine

There has been a huge amount of media coverage around this and we are pleased to announce that Hambleton will be receiving a small batch of these vaccines next week. Patients over the age of 80yrs will be a priority. Due to storage and distribution concerns, which may affect the effectiveness and safety of the vaccine, we will be looking to immunise mobile patients first. We are aware that our care homes and housebound patients are also a priority; once we can finalise details on how best to provide this to you outside a vaccination centre setting, we will contact you.

PLEASE DO NOT CONTACT THE SURGERY TO REQUEST A COVID VACCINE, YOU WILL RECEIVE AN INVITATION FROM THE LOCAL GROUP OF GP SURGERIES WHO ARE WORKING TOGETHER TO PROVIDE THIS.

Please see the link below to view the Covid-19 vaccination guide for adults: -

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/941464/PHE_11843_Covid-19_guide_for_adults_leaflet.pdf

CANassess study

The CANassess Yorkshire Cancer Research study is now up and running at the surgery. We are the second surgery in North Yorkshire to get involved with this which we hope will improve patients cancer care in General Practice. It is looking at patients with active cancer and if they have any unmet medical or holistic need. Specifically focusing on how we can improve identification and management of these. It is questionnaire based and most of it can be done remotely to avoid you having to come to the surgery. You may get a letter through the post or a text message if you are deemed to be suitable for this study. Please contact Jane Wright at the surgery if you are interested in this or follow the link attached in the text message if contacted this way. Many thanks for your support with this exciting project.

PRINCIPLE

The PRINCIPLE Covid study is still ongoing. This is looking at patients aged over 50 who have Covid symptoms you may get invited to be part of the trial. Alternatively if this is something you are managing at home without any support from the surgery and would still like to be involved in the study please follow the link below

<https://sentry.phc.ox.ac.uk/sentry/principle/live/survey/open?id=screening&sc=MAH>

Influenza 20/21 Study

We are also part of the 20/21 Influenza surveillance study which will be being performed for the next 12 months. If anyone has symptoms of flu you can request a swab which also checks for Covid 19, RSV and other viruses. Please follow the link below if you have symptoms to arrange this swab if you are interested:

<https://takeatestuk.com/phe-home/>

Cold weather

Living in a cold home is a risk factor for many health conditions or complaints. By reducing this risk and improving the living conditions of patients, we could improve health and wellbeing of many patients.

How can I claim Winter Fuel Payment?

If this is the first year you can claim, or if you've never claimed before, **call the Winter Fuel Payment helpline on 0800 731 0160**. You'll need to know your National Insurance number and your bank or building society details.

You only need to claim once. After this, you should automatically receive a payment every year, as long as your circumstances don't change. If you haven't received it by 13 January 2021 you should contact the Winter Fuel helpline above.

Download Age UK's guide

- [Read our Winter Wrapped Up guide for more information \(PDF, 2 MB\)](#)

https://www.ageuk.org.uk/globalassets/age-uk/documents/information-guides/ageukig27_winter_wrapped_up_inf.pdf

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If you would like to stay up to date with all this is happening at the surgery, why not follow us on Facebook by searching @MayfordHouseSurgery. We regularly post updates when something changes, goes wrong, or when something goes right, as well as a whole host of other things.