

# The Spinney Surgery Newsletter

## KLINIK UPDATE

I hope by now you have all had the opportunity to use Klinik to request appointments or ask questions. In general, feedback has been very positive, this is still work in progress, so any comments would be very welcome. It is open from 07:30 – 15:00 Mon – Friday. Cases are dealt with in priority order. If you do not have access to the computer please attend the surgery and the reception team will help you to use one of the iPads to put in your request. If you are unable to do this, please contact the surgery and one of our reception team will take you through the form on the phone, please be aware this can take up to 20mins, and the form can be completed online in 5-10 minutes. We welcome any constructive criticism about the new service.

## STATS

Busiest Time of Day - 0800 - 09:00

We have dealt with 9,820 Klinik Forms with the commonest symptoms being pain, tenderness and cough.

In March, we had 1471 Face to face appointments, 699 had an answer by message, 377 had a telephone call back.

Feedback by Patients - 83% Positive rating either Good or Excellent.

Our Patient List is now 11,100.

## STAFFING

We said goodbye to Dr Emma Hattle and her husband Dr Simon Hattle at the end of March, we wish them all the best for their adventures in Australia.

Dr Rebecca Chapman has given birth to a baby boy and is currently on maternity leave, Dr Abu Belal will be covering her leave until she returns.

Our GP registrar Dr Bernard Agyei has now joined us as a full time GP 3 days a week.

New GP Dr Safia Tariq will be working on Monday and Thursdays

New addition to our nursing team Claire O'Riordan who will be starting in the near future. Please see our website for details.

## Newsletter Highlights

Spring COVID  
Vaccinations

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Update on Klinik

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Building work

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Blood Pressure  
Management

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The NHS logo is displayed in white, bold, sans-serif capital letters on a blue rectangular background.

## COVID-19 BOOSTER VACCINE PROGRAMME

In partnership with other local GP practices, we are pleased to say we have started providing Covid-19 booster jabs to people in eligible groups. Following recent guidance set out by the Joint Committee on Vaccination and Immunisation, this means we will be inviting eligible people, who had their second Covid-19 jab at least six months ago, for a top up vaccination to boost protection against Covid-19.

This means priority will be given in the first instance to;

- people aged 75 and over.
- people who live in a care home for older adults.
- people aged 18 and over with a weakened immune system.
- We are planning to do a walk-in clinic at The Spinney on Saturday 13th May 2023 1300-1700, no appointment necessary. You will receive a text or letter if you are eligible for this booster.

We will be in touch with eligible people to get the jab, so please do not contact the practice, we will contact you.

## DISPENSARY CHANGES

Due to ongoing staff issues dispensary times have been altered, apologies for any inconvenience this has caused. We have a locum dispenser on a Thursday afternoon her name is Vicky Folan, she will be starting in the next few weeks. We hope to revert to normal opening hours very soon. You will also notice Sarah one of our reception team who now also works in dispensary. Thank you for your patience and understanding in this matter.

## BUILDING

We have various building projects happening at the surgery over the next few months to make us more environmentally friendly. We have almost completed changing the lighting to LED. We are also in the process of improving our disabled toilet access, and changing the cladding around the building.

## HEALTH COACH

Carolyn is our Health and Wellbeing Coach, helping patients to adopt healthy habits and ways to boost their physical and mental health.

She joined the Spinney team 6 months ago and offers telephone and 1:1 face to face consultations. She offers appointments that vary in length from 30-60 minutes, based on what will best help individuals work towards their health goals. Carolyn supports people to take proactive steps to improve the way they manage their health, based on what matters to them. She motivates people to take one step at a time as they become more actively engaged with improving their own health and wellbeing. Carolyn is passionate about empowering people to achieve their health goals and improve their quality of life.

### *What is the role of the Health Coach?*

Health coaching supports people as they work on their own health goals, such as working towards a healthy weight, increasing activity levels, eating healthier, sleeping better, having more energy and managing stress more effectively. Health coaches encourage people to start building healthy habits and making lifestyle changes that are within their control.

Health coaches also provide access to information and resources to help people build their knowledge, confidence and skills.

Carolyn works in the Personalised Care Team with the Social Prescribing Link Workers (SPLWs). The SPLWs provide a wide range of social, emotional and practical support. This may include signposting or facilitation with services that provide support with social isolation, housing, finances, long term conditions, volunteering and employment.

The Personalised Care Team work 1:1 with individuals to help them improve their mental/physical wellbeing and general health.

Kajal Karki will be joining the team of HWBC as of the 15th May 2023.





## MAY BANK HOLIDAY

There's a wide range of NHS services on offer over the May bank holiday weekends. If you need medical help that isn't an emergency or life-threatening, here's what is available locally.

### NHS 111

If you need urgent medical support over the Easter weekend, think 111 First. NHS 111 is available on the phone and online 24/7 at [111.nhs.uk](https://111.nhs.uk) and will help you right away. And if you need urgent care, they will book you in to be seen quickly and safely. This could be with a GP, Urgent Treatment Centre or A&E.

### Pharmacies

Pharmacies can help with a range of things including hangovers, hayfever, colds, emergency contraception, and non-prescription medication. Find a pharmacy open near you on Bank Holiday Monday.

### Minor Injury Units (MIU) and Urgent Treatment Centres (UTC)

Minor Injury Units (MIU) and Urgent Treatment Centres (UTC) can help with a range of minor illnesses and injuries such as sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries, bites and stings.

- Peterborough Urgent Treatment Centre - open every day 8am to 10pm
- Doddington Minor Injuries Unit (MIU) - open 9am - 5pm weekends and bank holidays
- Ely Minor Injuries Unit (MIU) - open 8.30am - 6pm all week, including weekends and bank holidays

### Mental health – 111 option 2

The First Response Service (FRS) in Cambridgeshire and Peterborough provides those in mental health crisis the opportunity to get access to help quickly, by calling NHS 111 and selecting option 2.

The service allows patients or carers to speak to specially-trained mental health staff who can provide advice, support, and signposting to other services. The service is available 24/7, 365 days a year.

### Dental emergency and out-of-hours care

If you think you need urgent care, contact your usual dentist as some practices offer emergency dental slots and will provide care if clinically necessary. You can also call NHS 111, who can put you in touch with an urgent dental service.

### Palliative Care Hub

This service is available to anyone needing specialist palliative care advice or support across Cambridgeshire and Peterborough and can be accessed by calling 111 and selecting option

## PATIENT PARTICIPATION GROUP

We would like to encourage our patients to join our Patient Participation Group. It is led by a small Steering Group of patient volunteers. Through membership of this group the Practice would like to find out your ideas on how you might feel our service could be improved and also those areas that are working well and should be continued. Our Steering Group meets on a regular basis and we welcome new members. If you would like to join us, please go to the Practice Website for more information.



## HAYFEVER—BE PREPARED

Hayfever season starts around March with tree, grass and weed pollen. 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 If you have asthma, you might also: • have a tight feeling in your chest • be short of breath • wheeze and cough Hay fever will last for weeks or months, unlike a cold, which usually goes away after 1 to 2 weeks. There are many over the counter remedies for hayfever, please ask your pharmacist for advice as to what will help best with your symptoms. You only need to see the GP if your symptoms are not helped by medicines from the pharmacy.

## BE KIND

All our staff are here to help you, please be patient when speaking to them. The surgery has over 11,000 registered patients which leads to a high demand for appointments.

## Zero Tolerance

We have noticed an increase in verbal abuse to our reception staff. They are doing a very difficult job and they do so within the parameters of what we have to offer. They do not block you from seeing a doctor, they work within strict guidelines. They will often signpost to the most appropriate service or clinician, this is not always a GP. They are trained to ask the nature of the ailment in order to do this. They adhere to our strict confidentiality policy and will not divulge any information to third parties. In addition they will not give any patient information to anyone other than the patient themselves unless we have written agreement to do so.



## BLOOD PRESSURE UPDATE

As the NHS is busy we are always finding alternate ways of managing appointments and conditions but still provide the best service we can. We have been looking at how we manage blood pressures in particular.

We have a number of different health professionals working in and across the surgery and pharmacy so utilising these clinicians is one way of providing a quicker and better service when it comes to looking after your blood pressure. When you attend your appointment as a patient we ask you to take your blood pressure using the automatic blood pressure monitor located in the waiting area - please ensure you leave a few minutes to complete this **BEFORE** your appointment and give the results to the reception team or your clinician.

Blood pressure machines are available to loan with a small deposit - please see our reception team for more information.





### Download the free NHS Quit Smoking app

Use the NHS Quit Smoking app to help you quit smoking and start breathing easier.

- track your progress
- see how much you're saving
- get daily support

If you can make it to 28 days smoke-free, you're 5 times more likely to quit for good!

Click below to download the free NHS stop smoking app

[NHS Quit Smoking on the App Store](#)

[NHS Quit Smoking – Apps on Google Play](#)

Start your journey to stopping smoking now!

### Urine Samples

In order to keep our patients (and staff) safe and to keep within national guidelines, we can no longer accept urine samples without it being expected. Therefore please do not drop off a urine sample unless you have been asked by a clinician. If you feel it needs to be tested, please fill in a Klinik form.

Urine samples also need to be in the correct container (with your full name and DOB) which reception will be happy to give you. This way we know the bottle is clinically clean and has a good screw top which won't leak!



## Practice Closure

The surgery will be closed in the afternoon for staff training and development on the following dates:

Wednesday 24 May 2023

Wednesday 21 June 2023

Wednesday 19 July 2023

Tuesday 19 September 2023

Thursday 19 October 2023

Wednesday 22 November 2023

If you require urgent medical assistance during this time which cannot wait until we re-open, please call NHS 111 for advice or in an emergency 999.



# The Spinney Surgery



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[tpp-uk.com](http://tpp-uk.com)

**NHS**