



PPG MEMBERS MEET FOR THE FIRST TIME IN 2 YEARS – READ MORE ON PAGE 3

Medicus Health Partners

The Patient Voice



June 2022

MEDICUS - COVID QUICK INFORMATION

Stay Safe in the Sun this Summer

Sunburn increases your risk of skin cancer. Sunburn does not just happen on holiday. You can burn in the UK, even when it's cloudy.

There's no safe or healthy way to get a tan. A tan does not protect your skin from the sun's harmful effects.

Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight.

Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October.

Enjoy the summer safely

Make sure you:

- spend time in the shade between 11am and 3pm
- make sure you never burn
- cover up with suitable clothing and sunglasses
- take extra care with children
- use at least factor 30 sunscreen
- Drink plenty of water



In this Issue

Upgrade for MHP Carlton House
New Contact Centre for Medicus
More News about Self Referrals
Reminders for Vaccines and Tests
Update on Polio

Vaccine Status

GPs cannot offer letters for Vaccine Status, please download the NHS App or contact 119 to obtain written confirmation.

Anyone over the age of 5 can have a COVID Vaccination.

Boosters for over 75's and other patient groups who will get a letter advising them to attend are now available

A walk-in service for all of the above is available at:-

MHP – Carlton House in Tenniswood Road, EN1 3LL

Opening hours

9am – 1pm and 1.30 - 6pm – 7 Days a week

If you need further help or information please call the COVID/Vaccination Team on

0208 920 9615

This line is open Mon-Fri 8am – 4pm

Had your vaccine abroad and need to update your medical record – please see page 2

HAD YOUR COVID VACCINE ABROAD

Tell the NHS about coronavirus (COVID-19) vaccinations you've had abroad

This service enables you to book an appointment to show evidence for any coronavirus (COVID-19) vaccinations received outside of England.

This is so the NHS can securely update the vaccination record. This can take up to 10 working days.

Who can use this service?

You can use this service if you or your child are aged 5 years old or over and have an NHS number.

You or your child also must have received one of these vaccines outside of England:

Oxford/AstraZeneca (Vaxzevria)

Pfizer/BioNTech (Comirnaty)

Johnson & Johnson (Janssen)

Moderna (Spikevax)

Institute of India (Covishield)

Bharat Biotech (Covaxin)

SinoVac (CoronaVac)

Beijing Institute of Biological Products (Sinopharm BIBP)

If you received a Sinopharm vaccine, your evidence must show that it was manufactured by the Beijing Institute of Biological Products (BIBP). Other Sinopharm manufacturers are not accepted for this service.

You will be asked some questions and offered an appointment for you to show evidence of any coronavirus (COVID-19) vaccinations you've had outside of England.

Can I book for someone else?

You can only book for someone else, such as your child or someone you care for, if you have their consent. You'll need to enter their details when booking.

If you book for someone:

- aged 18 years old or over - they must attend the appointment
- under 18 years old - they do not have to attend the appointment if you go instead of them
- Children under 16 years old cannot attend an appointment on their own. They must be accompanied by a parent, guardian or responsible person aged 18 years old or over.

More information and a link to book an appointment can be found on the NHS website

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/tell-nhs-about-coronavirus-vaccinations-abroad/>

It's helpful to have your NHS number to hand when making the booking – if you do not have access on make an online booking

If you do not have access to book online, please call **119** this services will be able to help you select a Centre and book your appointment.

There is no charge for this service or for COVID 19 Vaccinations.

Travel Vaccinations

Before your travel, check if you require any vaccinations to enter the country.

Please note that there is a charge for some vaccines, and some need to be ordered, so please book in advance.



Contact your Medicus Surgery for more information.

Welcome Back



Janice

.Our Purpose

To give practice staff and patients the opportunity to, where possible, support the delivery of healthcare to patients.

Great ideas come when we all work together. You can now contact us via the Medicus Website, so if you have any ideas please get in touch.

Welcome to our new members



Adam

Welcome Adam White who has kindly stepped forward to work alongside Janice on the Medicus Health Partners PPG as a Co-Chair. As we emerge from the Pandemic, the PPG will be seeking feedback from patients on how the new ways to receive healthcare and ideas to help support the increasing demand as we get back to normal.

Our PPG is composed of a group of patients and staff from many of the Medicus locations who work together to support an approach of partnership amongst all of those who work and use the services that are provided by the practice. We have listed some of our objectives:

- The PPG objectives are to represent the needs, concerns and interests of patients by consulting and working collaboratively with Medicus Health Partners about the services and facilities provided.
- To act as a "sounding board" for doctors and staff, and to be a two-way channel of communication in the provision and development of healthcare services.
- To seek patients' views, make suggestions to Medicus Health Partners for consideration, help make improvements, support innovation and ensure all groups are represented.
- To assist the practice by keeping patients informed about issues affecting its work, and encourage patients to take an active interest in their health and use services effectively.
- To facilitate links with voluntary groups and services within the community.

Please continue to keep yourselves safe. We are not free of COVID, legal restrictions have been lifted and we can all make our own choices about the guidance we follow.

- You will not be legally required to self-isolate if you test positive for COVID-19. Stay at home if you can and avoid contact with other people.
- You will not have to take daily tests or be legally required to self-isolate following contact with someone who has tested positive for COVID-19.
- In order to protect the workforce and prevent the cancellation of clinics due to COVID related staff absence, it is requested that patients wear a face covering during face to face consultations unless you are exempt.

Janice and Adam

Support from Our PPG

Medicus Health Partners Contact Centre goes “Live”

In previous issues we have addressed the complaints and concerns patients have raised regarding telephone waiting time and the problems they have getting through to the Medicus Sites. Working together the Practice and the PPG have been reviewing the progress and we are delighted to announce that the Medicus Health Partners Contact Centre went live in May 2022 and a full presentation, including a live link to the Centre was delivered to the PPG at the June Meeting.

Our data shows that we have reduced the call waiting time by 300% across our sites, and by working in clusters during the peak periods we can answer calls quickly as more call handlers are available to spread the load.

We also support job progression, the Team Leader was recruited from within Medicus and she is now busy building her team and training them to the highest standard of Customer/Patient Care. If you have any comments about the service you receive please let the PPG know – contact them via www.medicushealthpartners.co.uk/contactus/PPG

Also for patients who do not have internet or mobile phones, we are piloting telephone booking options, the service, will run 24 hours a day and give options to book appointments which patients are invited to attend – the PPG have highlighted that more access options would be of benefit for patients.

Upskilling Our Staff

Many of you will have read that there is a shortage of GPs and Nurses in Primary Care, this has been discussed at the PPG, Medicus is trying to support staff to upskill and become part of the Clinical Team, recently two of our Healthcare Assistants have trained to become nurses and have now taken positions within our practices.



Claudia Brown and Hayley Biggs have both graduated and become Nursing Associates. After working at Medicus for many years as HCAs, they have both worked hard to train and upskill. Congratulations to both of them.

Medicus actively encourage staff to upskill, these two HCA's are leading the way and hopefully more will follow in their footsteps to help support and care for our patients.

Lots of training is available, during the COVID pandemic some of our staff trained to be vaccinators, some of the temporary staff we trained for Admin duties have now applied for permanent positions within Medicus

PATIENT INFORMATION

All Medicus practices and telephone lines are open Mon-Fri 8am – 6.30pm

Repeat Prescriptions normally take 2 working days to process. Requests cannot be taken over the phone for safety reasons.

If you are requesting something new or a medication that is not on repeat a GP may need to review or contact you.

PATCHS

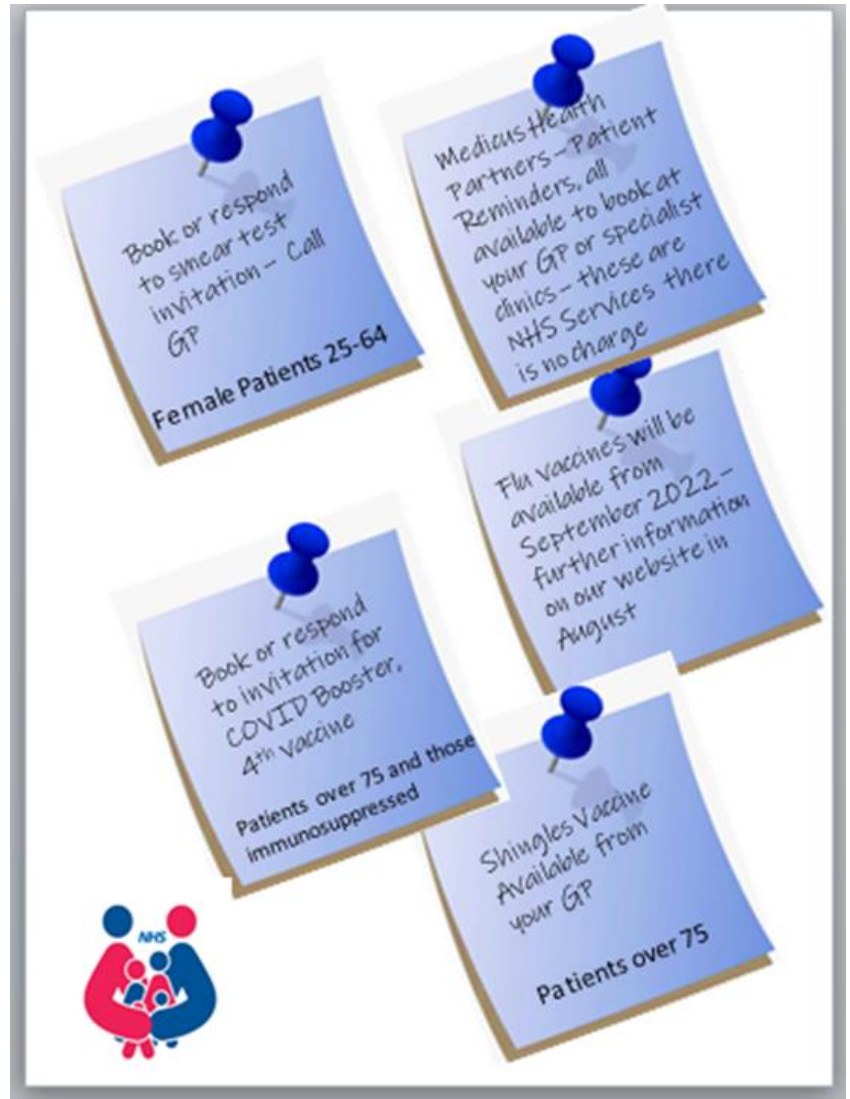
PATCHS slots are released each day and form part of the practices appointment schedules, once these are filled the system will advise patients to try again after a certain time.

Medicus PATCHS slots open at 7.30am at each location Monday – Friday. Your requested will be reviewed and actioned appropriately.

MORE INFORMATION ON VACCINES

If you need further information, please call your GP surgery or the Medicus Vaccine Team on

0208 920 9615

**Please note:**

- If you have recently received a Shingles Vaccine, please wait 7 days before attending for Flu or COVID Booster
- Please do not attend for any vaccine you have tested positive for COVID 19 or are waiting for a test result

In order to protect our workforce and prevent the cancellation of clinics due to COVID related staff absence, we still request that patients wear a face covering during face to face consultations unless they are exempt.

Understanding the recent information on Polio, if you are not sure check your child's Red Book or ask your GP Surgery.



If you were vaccinated before 2004, you will have received the **oral polio vaccine (OPV)** which was given as drops in the mouth, rather than an injection

- The last case of wild polio contracted in the UK was confirmed in 1984. The UK was declared polio-free in 2003.
- Vaccine-derived poliovirus is rare and the risk to the public overall is extremely low.
- It is important that anyone who is not up to date with their polio vaccinations is caught up
- If you have moved to the UK recently, please talk to your doctor about Immunisations

Polio vaccine is part of the NHS routine childhood vaccination schedule.

It's given to babies and children when they are:

- 8, 12 and 16 weeks old as part of the **6-in-1 vaccine** (DTaP/IPV/Hib/HepB)
- 3 years and 4 months old as part of the 4-in-1 **pre-school booster** (DTaP/IPV)
- 14 years old as part of the 3-in-1 **teenage booster** (Td/IPV)

You need to have all of these vaccinations to be fully vaccinated against polio.

If you have missed out for any reason, you can have polio vaccination for free on the NHS at any age.

You should get vaccinated even if you've had polio before as the vaccine protects against different types of polio.

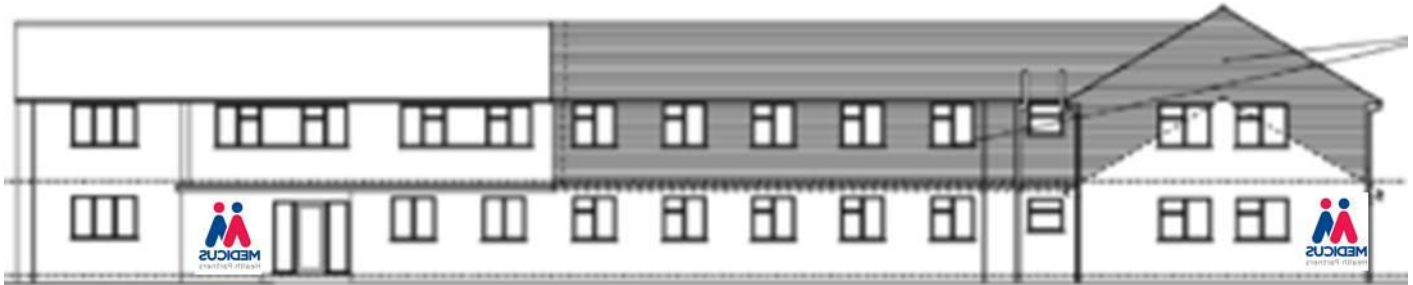




Upgrading Medicus Sites

More Medicus sites are now being prepared for extension and refurbishment, Riley-Moorfield Healthcare Centre is nearly completed, with complete upgrade to external and internal areas.

Works have started at MHP – Carlton House, with new extension and site refurbishment, we will continue to offer all the services currently delivered, please bear with us as we upgrade the site.



New extension to Medicus Health Partners – Carlton House

New consultation rooms on the ground floor, new toilets, administration pods and offices are all under construction, once completed we hope you enjoy the new environment

MHP Lincoln Road and Willow House will also be preparing for construction work, extension and refurbishment for both are scheduled soon. We will keep you updated as the work progresses.



Artist Impression of the new MHP- Lincoln Road Building

Self-Referrals

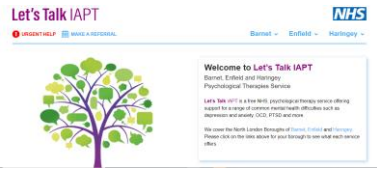

If you require support from any of the services below, you can contact them directly.

Available to all patients registered with Medicus Health Partners

No need for a GP referral or letter. Just contact the service and complete the requested information.

If you are making a referral for someone else please ensure you have their consent before contacting the service

Service	Contact Details	Deals with
Maternity North Central London Maternity information, to help you make decision about your care. www.nclmaternity.nhs.uk Links to providers and lots of helpful information	North Middlesex Hospital Maternity Service Information https://www.northmid.nhs.uk/maternity-services/ Referral Form https://nmuh-maternity.patientdb.com/ Tel: 020 8887 4238	All maternity Services
	Whittington Hospital Maternity Service Information https://www.whittington.nhs.uk/default.asp?c=28697 Self-Referral Form https://www.whittington.nhs.uk/mini-apps/default.asp?page=Maternity/Self_referral.aspx Tel: 020 7272 3070	
	University College Hospital Maternity Service Information https://www.uclh.nhs.uk/our-services/find-service/womens-health-1/maternity-services Self-referral Form https://www.uclh.nhs.uk/our-services/find-service/womens-health-1/maternity-services/refer Tel: 020 3447 9400 - select option 1	
	Royal Free Hospital/Barnet Hospital/Chase Farm The Royal Free London NHS Foundation Trust has full maternity services at The Royal Free Hospital in Hampstead and at Barnet General Hospital in Barnet. They also provide antenatal care at Chase Farm Hospital in Enfield. They have a stand-alone birth centre in Edgware Hospital in Edgware. They would happily facilitate a home birth for you. They also provide care from GP surgeries and other satellite units. Maternity Service Information - Tel: 0203 758 2022 option 4. https://www.royalfree.nhs.uk/services/services-a-z/maternity-services/ Referral Form https://www.royalfree.nhs.uk/services/services-a-z/maternity-services/maternity-self-referral-form/	

<p>Physiotherapy</p>	<p>https://physioselfrefer.co.uk/</p> <p>Patients register on the Portal for this service – link is available from our phone system for patients with mobile phones.</p> <p>Number for patients without the internet 03330 433966</p>	<p>Patients over 16.</p> <p>This service provides specialist assessment, early advice, and treatment for people with back, neck or joint complaints; problems following injuries; muscle or tendon problems or any recent changes in a long-standing condition.</p>
<p>Counselling and Talking Therapy Services - IAPT</p>  <p>IAPT = Improved Access to Psychological Therapies</p> 	<p>Let's Talk Enfield</p> <p>http://www.lets-talk-iapt.nhs.uk/</p> <p>Log onto the webpage and make a referral</p> <p>Email: lets-talk-enfield@nhs.net</p> <p>Number for patients without the internet 0208 702 4900</p> <p>Operates (8am-5pm Mon-Fri)</p>	<p>Patients over 16.</p> <p>Offering support for a range of common mental health difficulties such as depression and anxiety, OCD, PTSD and more.</p>
<p>Mind in Enfield</p>	<p>Mind in Enfield</p> <p>https://www.mindeb.org.uk/</p> <p>Email: enfieldcounselling@mindeb.org.uk</p> <p>Tel: 0208 887 1495</p>	<p>Patients over 16</p> <p>Free and Confidential Counselling service for people registered with a GP in Enfield and experiencing low mood.</p>
<p>Sexual Health</p> <p>ECHO Clinics</p> <p>Whole range of family planning methods including coil i.e. IUD/IUS, and the sub dermal implant for Enfield residents.</p>	<p>Telephone: 0208 887 4510</p> <p>You can book online – clinics run 7 days a week, please follow the link to find out more</p> <p>https://www.echoclinics.nhs.uk/</p>	<p>The team provide a confidential, non-judgemental, friendly service. Free HIV and STI testing and treatment and emergency contraception.</p> <p>Confidential sexual health screening and/or treatment and general advice regardless of your age, sexuality or culture or where you live.</p>
<p>Ear Specialists for Hearing Loss</p> <p>Clinics will start at Lincoln Road shortly – all bookings must go directly through the service.</p>	<p>Telephone: 0203 456 5063</p> <p>Operates (9-5 Mon-Fri)</p> <p>uclh.community.ear.rnent@nhs.net Emails response with 2 working days</p>	<p>Patients over 18.</p> <p>Long standing & sudden Hearing loss</p> <p>Patients can call or email</p>