

# MAY 2021 NEWSLETTER



Kiltearn  
Medical  
Centre

KILTEARN MEDICAL CENTRE  
Church View Primary Care Centre,  
Off Beam Street, Nantwich,  
Cheshire, CW5 5NX  
Tel: 01270 610200  
Email: [kiltearn.reception@nhs.net](mailto:kiltearn.reception@nhs.net)

# KILTEARN'S COVID VACCINATION UPDATE

## AVERAGE VACCINATIONS COMPLETED

### 1st Dose

94%

For the over 50's and clinically vulnerable

### 2nd Dose - Started April

83%

Age 75+

If you fall into any of these and have not heard from us or alternatively if you think you are due your second vaccination and have not been contacted, please contact the surgery.



## WHAT'S BEEN HAPPENING

### CHANGES TO THE PHONE SYSTEM

The reception team have been working hard to answer as many as possible, both effectively and efficiently. In reception we have made the following changes.

- \*A call board, visible for all staff which heightens awareness of calls waiting
- \*Back office staff have stepped in between 8-9 to help with the heavy call traffic
- \*During breaks/lunch, 3 members of staff will always remain on the phone, reducing the chance of an engaged tone
- \*Daily team discussions to ensure we are managing the new system effectively

We hope that you have already seen a change in waiting time and we will continue to work hard to improve this. However, we kindly ask you remain patient, the reception team deal with an extremely high number of calls and some calls may need extra assistance.

### SOCIAL PRESCRIBER

Here at Kiltarn we have number of on site services such as a Pharmacist, Physiotherapist and Social Prescriber. The key role of a Mental Health Link Worker/Mental Health Social Prescriber is to provide support, education and problem-solving for the patient. This entails helping GPs with assessments and the management of common mental health problems such as low mood, anxiety, depression and any issues that are impacting a patients wellbeing. It also acts as a signpost for patient's to other services which may benefit them, either within the NHS, or in the wider care community to ensure people access the best route into a service. As a Primary Care Mental Health Link Worker covering Nantwich and Rural I work with adults aged 18 and over. Patients can access this service either on a GPs recommendation, by care navigation or ask for an appointment themselves.

## **LONG-TERM CONDITION REVIEWS**

We are in the process of streamlining our **Long-Term Condition and Chronic Disease Reviews**. From April 2021 patient's will be invited for a review at the beginning of their birth month. This may mean some patient's could be invited for their annual review earlier than expected.

If you have received notification, please contact the surgery to book on 01270 610200

## **FOOD BANK DONATIONS**

Due to the success of our Easter Egg donation appeal, we are now collecting general food bank items for this good cause. If you would like to contribute, please let one of our receptionists know.

## **NHS 111 SERVICE**

### **When to use 111**

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

Get help online or on the phone

To get help from NHS 111, you can:

- go to [111.nhs.uk](https://111.nhs.uk) (for people aged 5 and over only)
- call 111

NHS 111 is available 24 hours a day, 7 days a week. If you're Deaf and want to use the phone service, you can use the NHS 111 British Sign Language service available in your country. You can also call 18001 111 on a textphone.

### **How NHS 111 works**

You answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone.

You can ask for a translator if you need one.

Depending on the situation you will:

- find out what local service can help you
- be connected to a nurse, emergency dentist, pharmacist or GP
- get a face-to-face appointment if you need one
- be given an arrival time if you need to go to A&E - this might mean you spend less time in A&E
- be told how to get any medicine you need
- get self-care advice

## **CONTACT DETAILS**

Recently, we have noticed that we have some incorrect contact information for our patients and this can cause an issue if we need to get in touch. Therefore, we ask all patients to check we have the right information for you when you call.

## **eCONSULT**

To secure a pre-booked appointment with a Clinician or for any administration needs, please head to Kiltearn's website and fill in an online consultation.

## **CATCH APP**

CATCH is a free NHS health app for parents and carers of children from pregnancy to age 5. CATCH eases the sense of information overload, particularly regarding pregnancy and children's health. With the number of resources available, it can be difficult to know who to trust. CATCH provides local NHS-approved information with your best interests at heart, so you won't need to look elsewhere.

## **CONTRACEPTION/HRT REVIEWS**

The above reviews are to be booked through our online consultation process. If you have a blood pressure machine, you can record your readings on your consultation. We advise that you send your eConsult a least two weeks before you are due to run out. Our Clinicians will be in touch with the next steps (A first response can take two working days). You can also order all your regular medication via this process.

## **COMING TO THE SURGERY**

For the safety of everyone, we still kindly remind our patients not to come into the surgery unless you are invited in. If you have any administration queries such as prescription issues, please call the the surgery after 11am. If you are enquiring about test results PLEASE DO NOT call the surgery before 3pm. Alternatively you can go online to complete an eConsult.



# ASK ANNA



If you have a question that you would like to ask any of our Medical or Administration team, please email these to [kiltearn.reception@nhs.net](mailto:kiltearn.reception@nhs.net) with the heading Q and A.

**Q:** Hi Anna, I am on Metformin and Ramipril and due to Covid, I have not had a review or my bloods done. Can I still continue to get my medication without this being done?

Tony 56

**A:** If your last review and blood tests were more than 18 months ago you need to book for a review as soon as possible. We cannot safely continue medication if we do not know how your blood pressure, pulse and blood results are okay. Both these medications can affect the kidneys and may need adjusting accordingly. Your blood pressure and diabetes can also affect different organs in your body such as your kidneys and heart so need to be constantly monitored. With all long term conditions you require an annual review so we can make sure you are on the correct medication at the correct dose. If we know you have booked a review we can give you a supply to keep you going as it is important to continue your medication but this needs to be booked.

**Anna Drinkwater - Pharmacist**

If you have a question that you would like to ask any of our Medical or Administration team, please email these to [kiltearn.reception@nhs.net](mailto:kiltearn.reception@nhs.net) with the heading Q and A.

# MAY AWARENESS MONTH



MATERNAL MENTAL  
HEALTH ALLIANCE  
Awareness Education Action

Monday 3rd – Sunday 9th May 2021  
[www.maternalmentalhealthalliance.org](http://www.maternalmentalhealthalliance.org)



May 2021  
[www.stroke.org.uk/fundraising/stroke-awareness-month](http://www.stroke.org.uk/fundraising/stroke-awareness-month)



May 2021

[www.activenation.org.uk/thelocker/may-national-walking-month/](http://www.activenation.org.uk/thelocker/may-national-walking-month/)



May 2021

<https://www.asthma.org.uk/support-us/fundraising/>



1st-8th May 2021

[www.dementiauk.org/get-involved/events-and-fundraising/do-your-own-fundraising/time-for-a-cuppa/](http://www.dementiauk.org/get-involved/events-and-fundraising/do-your-own-fundraising/time-for-a-cuppa/)



British Association  
of Dermatologists

*healthy skin for all*

Sun Awareness Week 2021 (May 3rd-9th)

<https://www.bad.org.uk/sun-awareness-campaign/sun-awareness-week>



Firefighters' Memorial Day falls on 4 May and is an important day for all serving and retired firefighters.

[www.fbu.org.uk](http://www.fbu.org.uk)



Deaf Awareness Week 2021

3rd - 9th May 2021

[www.deafcouncil.org.uk/deaf-awareness-week](http://www.deafcouncil.org.uk/deaf-awareness-week)



Allergy Awareness Week (24th-31st May)

[www.anaphylaxis.org.uk/allergy-awareness-week-2021](http://www.anaphylaxis.org.uk/allergy-awareness-week-2021)



ME Awareness Week (12th May)

<https://meassociation.org.uk/>



Coeliac Awareness Week 10th-16th May

[www.coeliac.org.uk/get-involved/shine-a-light](http://www.coeliac.org.uk/get-involved/shine-a-light)



Dying Matters Awareness Week, 10 - 16 May 2021

[www.dyingmatters.org/AwarenessWeek](http://www.dyingmatters.org/AwarenessWeek)



# MAY AWARENESS MONTH CONTINUED...



Foster Care Fortnight 2021 - 10 to 23 May  
[www.thefosteringnetwork.org.uk/get-involved/foster-care-fortnight](http://www.thefosteringnetwork.org.uk/get-involved/foster-care-fortnight)



World Fibromyalgia Awareness Day May 12th  
[www.fmauk.org](http://www.fmauk.org)



NCDUK2021 - Sunday 16th May  
[www.nationalchildrensdayuk.com](http://www.nationalchildrensdayuk.com)



World Lupus Day on May 10, 2021  
[www.worldlupusday.org/wldsosocialtools](http://www.worldlupusday.org/wldsosocialtools)



Text HFHW to 70085 to donate £2  
[www.headway.org.uk/about-headway/events-and-conferences/hats-for-headway-day](http://www.headway.org.uk/about-headway/events-and-conferences/hats-for-headway-day)

## ACTIVE RESEARCH STUDIES AT KILTEARN

We are currently inviting people to consider the following studies.



**Herpes Zoster Study** - Have you had Shingles in the past? are you interested in taking part in a GSK sponsored study looking at the use of a vaccine to prevent another Shingles attack in the future? If you are aged 50 and over, and have had Shingles **once** before; please contact us on the numbers below for more information.

**Vesalius Study** - This is a study looking at the effect of Evolocumab, to lower cholesterol, in patients at high cardiovascular risk without prior myocardial infarction (heart attack) or stroke; we may send you an invitation for you to consider the study. Alternatively please contact us on the numbers below for more information if this study interests you.

## The ACTIVE Brains Study - check your post!

A selection of people have been invited to consider this study; which is testing an interactive programme (called 'Active Brains') to help people aged 60-85 with lifestyle changes and brain training activities which may help with memory and thinking skills. **If you are interested please return the reply letter to the study team.**

**The SuMMiT-D Study** is testing a new text messaging system that provides hints and tips about managing Type 2 Diabetes. If you are aged 35 years or over and are taking tablets for your Diabetes, the research team will be sending out letter invitations very soon - **look out for your invitation to take part.**

## COVID-19 STUDIES

**Principle Study:** If you currently feel unwell with Covid-19 symptoms **OR** you have had a **positive test** for SARS-Co-V2 AND are unwell, and would like to know about the clinical trial you could participate in go to [www.principletrial.org](http://www.principletrial.org) or call the **Trial Team 0800138 0880**

**GERM Defence:** Is a **useful website** which was created by a team of doctors and scientists to give you advice that has been proven to reduce the spread of viruses in the home. It can help you plan how to protect yourself and members of your family from infection by Covid-19 and flu. It's easy to use and only takes 10 minutes - juts go to [www.germdefence.org](http://www.germdefence.org)

**Virology Surveillance** - You may be asked to provide a nasal swab, to monitor the spread of respiratory viruses (including influenza, Covid-19, RSV) and measure the effectiveness of the influenza vaccinations through the winter season.

**For more information about the research activities at Kiltarn, you can contact the Research Nurses: Janet Rhodes, Tracey Waller and Lorna MacDougall**  
**Phone - 01270 376925**  
**Email - [janetrhodes@nhs.net](mailto:janetrhodes@nhs.net) - [tracey.waller@nhs.net](mailto:tracey.waller@nhs.net) - [lornamacdougall@nhs.net](mailto:lornamacdougall@nhs.net)**

**VAC4COVID:** Is an **online study** to track Covid-19 vaccines and provide data to support vaccine monitoring. Please register to take part in VAC4COVID before vaccination, if you can. You can still register after vaccination. We will contact you monthly (and weekly for 4 weeks after you have any Covid-19 vaccine) to ask about your health. **This study will not provide your Covid-19 vaccination.** Vaccines will be provided by the usual health providers. [www.vac4covid.com](http://www.vac4covid.com)

**Serology Surveillance** - You may be asked during routine blood testing for an extra sample of blood to assess background population immunity to Covid-19.

**DON'T FORGET TO FOLLOW US ON SOCIAL MEDIA FOR ALL THE SURGERY'S LATEST INFORMATION**

