

# PATIENT PARTICIPATION GROUP

**PPG** Little Waltham and  
Great Notley Surgeries  
NEWSLETTER

AUTUMN 2021/WINTER 2022

[www.littlewalthamsurgery.co.uk](http://www.littlewalthamsurgery.co.uk)

## PPG Zoom Meeting/AGM on Wednesday 26<sup>th</sup> January 2022 at 7pm At Great Notley Surgery

All patients of Little Waltham and Great Notley Surgeries are invited to attend online this zoom meeting, details are on the surgery's website. Please put the date in your diary. We have guest speaker Kathryn Brennan Care Co-ordinator from Aegros PCN explaining her help with dementia patients and the services she offers.

### **Please be kind to your GP Surgery Staff**

We're sorry that you may be having difficulties getting through to the GP surgery sometimes and wanted to address the frustration that you may feel when this happens and offer some explanation for this

### **What have GPs been doing for the last 18 months?**

When the Pandemic struck, our Surgeries were mandated by the Government to change what they did almost overnight to keep patients and staff safe from the virus. GP services remained open throughout this time however, they had to find new ways of working so that they could prioritise those of us most in need. An initial assessment is done on the telephone to decide what sort of medical person can best help you.

### **Why haven't the Surgery gone back to normal?**

The Coronavirus crisis is not over yet. Many of us are now returning to our workplaces and visiting shops and restaurants however, the Surgery still needs to continue with strict infection prevention control procedures to keep everyone safe from a medical point of view. We have found that covid has altered every aspect of life, with the NHS changing drastically too. The NHS reports significant increase in our workload which means delays in answering calls build up.

### **Why can't I get through to speak to someone?**

The Surgery are working to improve the telephone system to accommodate more lines and more staff, but this can't happen overnight. The Receptionists are under pressure as people vent their frustration and would appreciate your patience as they work to help you.

### **When I call for an appointment, why do I get interrogated?**

An initial assessment is done to decide who you need to see. Receptionists are now trained to be Care Navigators and find out who would be best placed to look after you and then arrange for you to see that person. If you need some help with your medication, a pharmacist may be the right person or if you have a problem with your knee, a physiotherapist might be the best option.

### **Blood tests**

When we're feeling under the weather, many of us feel a lot better when we have a concrete reason as to why we're not feeling well. But health isn't always that simple. Many people go through health investigations at some point in their lives to get to the bottom of their unusual symptoms. Blood tests often play a role in these investigations as they're a great way to get an overview of our overall health and narrow down the potential causes of our health problems.

If you have concerns about your health, it's important that you speak to your GP. If they think blood tests or other investigations are necessary, they can get them set up and review the results for you. If you're hoping to do your own investigations – for example, if you want to learn more about your overall health or allergies – you might prefer to opt for private blood testing. Depending on your location, you can find a range of private blood testing services ready to book on Patient Access.

[www.littlewalthamsurgery.co.uk](http://www.littlewalthamsurgery.co.uk)

## SEPSIS

If you, your child or someone you look after:

- feels very unwell or like there's something seriously wrong
- has not had a pee all day (for adults and older children) or in the last 12 hours (for babies and young children)
- keeps vomiting and cannot keep any food or milk down (for babies and young children)
- has swelling, redness or pain around a cut or wound
- has a very high or low temperature, feels hot or cold to the touch, or is shivering

Do not worry if you're not sure if it's sepsis – it's still best to call 111.

They can tell you what to do, arrange a phone call from a nurse or doctor, or call you an ambulance.

**Contact NHS 111 For further information, go to [www.nhs.uk/conditions/sepsis/](http://www.nhs.uk/conditions/sepsis/)**

## Where is my nearest Defibrillator/AED

For more information, go to [www.lifesavingtraining.co.uk/nearest-defibrillator-aed/](http://www.lifesavingtraining.co.uk/nearest-defibrillator-aed/)

## Order coronavirus (covid-19) rapid lateral flow tests

Who this service is for:

Use this service to order free packs of rapid lateral flow tests to be sent to your home

**You can only use this service if:**

- you do not have [coronavirus \(COVID-19\) symptoms](#)
- you're 11 or older
- you have not been told to self-isolate
- you cannot get tests from your work, school, college or university (ask them for rapid lateral flow tests)

Go to <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-test>

## Free NHS health checks

If you are aged between 40-74 or 75-84 and have no underlying health conditions, you may be invited for a free health check once every 5 years. The surgery will contact you to arrange this if you are eligible.

## NHS COVID PASS

You can get a digital NHS COVID Pass if you're travelling abroad, or going to a domestic event or venue, and need to show proof of your coronavirus (COVID-19) vaccination or test results.

Check the entry requirements of the country you're visiting before you travel.

## WHO CAN GET A DIGITAL COVID VACCINATION PASS?

If you're aged 16 or over, you can get a digital NHS COVID Pass for travel. People under 16 may need to show a negative test result. Check the entry requirements for the country you're visiting.

If you're 18 or over, you can also use your digital NHS COVID Pass for domestic events and venues. People under 18 do not have to show proof of their vaccination or test results for domestic events or venues in England.

To show your vaccination status, you must have been vaccinated in England, Wales, or the Isle of Man.

If you were vaccinated in Scotland, you need to both be registered with a GP in England and live in England.

## HOW TO GET A DIGITAL VACCINATION COVID PASS

You can get a digital NHS COVID Pass through the NHS App or NHS website, using NHS login.

You can also download your NHS COVID Pass as a PDF or get it sent you in an email.

## BOOSTER PROGRAMME

Please do not contact the surgery for your booster you will be contacted when it is due. It is due 182 days after your second vaccine. Patients are blocking the phone lines for other health issues asking about boosters.