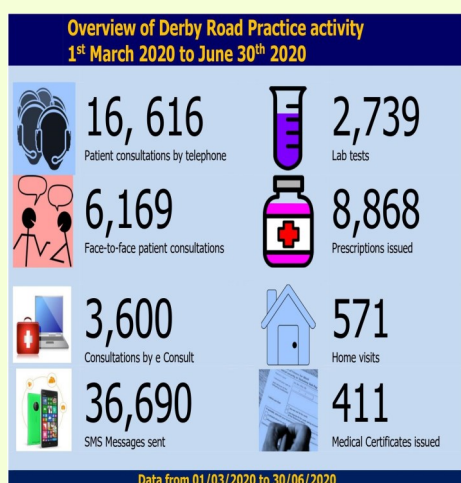




# DERBY ROAD PRACTICE

## Derby Road & Pinewood Surgeries

### Covid update



### “When are you going to open up again?”

Contrary to what the public might think, and from the “infographic” above, we hope it can be seen that our team have been working incredibly hard to look after our patients during the pandemic.

Since the start of the pandemic our staff have continued to work throughout (including the Bank Holiday weekends in April and May) and none have been furloughed. In line with NHS England guidance and to minimise risk of infection, face to face consultations were significantly reduced. As an alternative many more patients had consultations via the telephone, by e mail or by video camera. It is now vital, more so than ever, that we are able to ascertain from patients at the point of first contact what the nature of their problem is and how it can best be addressed. The shift towards consultation by e mail, telephone or video has worked very well but we appreciate there is still a need for face to face appointments to be carried out and we will be increasing

our capability to do this in line with NHS guidance. We appreciate that this has been, and continues to be, a worrying and stressful time for all concerned, patients, their families and our staff.

We are now seeing patients face to face at the Derby Road site again. The current arrangement is that patients are asked to wait in the car park and are called in by the GP or Nurse.

**It is our aim to reduce the number of telephone calls coming into the surgery and to increase the number of electronic requests (e Consults). We believe that this will benefit the surgery and patients alike. You will not be penalised if you do not have a computer and your call will still be taken.**

### Seasonal ‘Flu Clinics

The Seasonal ‘Flu campaign will aim to immunise around 4000 patients (possibly more). Given the current restrictions around Covid this is going to be an extremely challenging target to achieve! **Due to the logistics of social distancing , we are very sorry that we will be unable to offer walk in ‘Flu clinics from the Derby Road site..**

Seasonal ‘Flu clinics will be held at the **Pinewood site** , both in the surgery and the **Baptist Church opposite** on the following dates:

#### Saturday 12th September

Surnames between A-C  
8am-12pm

Surnames between C-F  
1pm-4pm

#### Saturday 19th September

Surnames between G-J  
8am-12pm

Surnames between K-O  
1pm-4pm

#### Saturday 10th October

Surnames between P-S  
8am-12pm

Surnames between S-Z  
1pm-4pm

**We won’t turn you away if you come on the wrong day alphabetically,** we simply ask this to try and ensure that we get the numbers right and you do not have to wait too long.

- There will be staff on hand to assist you with queuing safely. Please follow their instructions in order to remain safe
- Please bear in mind that social distancing rules will apply
- Please wear a mask and sanitise your hands
- There will not be any modesty screens in the church hall please try to dress in a way that facilitates easy access to the injection site on your upper arm
- Please see the guidance below on who should attend

*The government has announced that patients aged over 50 years old will be offered the ‘Flu Vaccine. However no additional stocks of vaccine have been allocated to us as yet and until then we will only immunise patients who are already in an existing risk group. Please DO NOT attend unless you are in an existing risk group*

**Who are "at risk " patients?**

**Generally speaking, if you have been offered the 'Flu vaccination in previous years then you are likely to be eligible, and certainly so if you receive a text message, e mail or letter from us.**

**Eligible patients**

Full guidance at:

<https://www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine/>

**If you :**

- Are 65 years old or over
- Are Pregnant
- Are living in a long-stay residential care home or another long-stay care facility
- Are in receipt of a carer's allowance, or you're the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- Are suffering from Chronic (long-term) respiratory diseases, such as asthma (that requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past), chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- Are suffering from Chronic heart disease, such as heart failure
- Are suffering from Chronic kidney disease
- Are suffering from Chronic liver disease e.g. hepatitis
- Are suffering from Chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy

- Have a learning disability
- Are suffering from Diabetes
- Have problems with your spleen – for example, sickle cell disease or if you have had your spleen removed
- Have a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy
- Are seriously overweight (a Body Mass Index of 40 or above)

**GP News-Welcome!**



Dr Julie Kite will be joining the practice as a partner in September 2020. She graduated Bachelor of Medicine from Southampton in 1992 and has special interests in mental health and the health of women and children. This will mark a return to Derby Road practice for Julie as she worked here in the past as a salaried GP.



Dr Holly Owen also graduated from Southampton as Bachelor of Medicine in 2011 and has already joined the practice. She has recently returned from maternity leave and when not seeing patients enjoys travel, skiing, diving and home baking.

Dr Ellen Towse will be joining the practice in September. (Photograph to follow) She is a very experienced local GP who graduated MB BS BMed Sci from Barts Medical School in 2000 and has previously worked at several practices in and around Woodbridge.

**Next Patient Participation Group**

The next Derby Road Patient Participation Group will be held-as per current Covid safety restrictions- via online conferencing on Tuesday 18th of August at 13 00.

There will be places for 20 patients to attend and in order to do so you will need to e mail the surgery in order to receive an e mail of invitation. We will also be inviting a representative from Health Watch along too.

Please send your e mail to:

[iesccg.derbyroadonline@nhs.net](mailto:iesccg.derbyroadonline@nhs.net)

With PPG request in the subject line. We will then send you a link to join the meeting. No software download is required you will need a working internet connection, a pc with sound and a webcam with a microphone.

We appreciate that not all patients have access to the internet but we feel it is important that we maintain contact with our patient group at this time restriction's notwithstanding.

The PPG exists in the role of a "critical friend" of the surgery. It is not a forum for individual complaints, which are dealt with via our complaints procedure, but it is a place where you can raise almost any other issue or ask questions and give us feedback.

Feedback or comments?  
Please get in touch:

[iesccg.derbyroadonline@nhs.net](mailto:iesccg.derbyroadonline@nhs.net)