



Nevels Road Surgery

Patients Newsletter

Issue 17: August to November 2021

Welcome

This quarterly newsletter is produced by volunteers on the surgery's Patient Participation Group (PPG). We hope you will find it useful and informative.

Surgery access

If you have any medical concerns, contact the surgery by phoning 01462 414839 or by sending an email to:
e82008.nevelsroadsurgery@nhs.net

You will get a call back offering a consultation by phone or video if possible.

If you need to be seen face-to-face, and you do not have Covid-19 symptoms, you will be invited into the surgery. You will need to wear a face covering where possible, to protect yourself and others, even with national requirements being relaxed. For the latest advice visit: www.gov.uk/coronavirus

Restoration of NHS services

The NHS is now moving into the phase of recovering from the effects of the pandemic. There is a national push to restore diagnostic and elective activity while also dealing with the backlog created by the pandemic.

Nothing will happen overnight; it will take time. So we need to expect delays waiting for an outpatient appointment.

Your GP has no way of speeding things up unless your condition worsens significantly. You might call the Patient Advice and Liaison Service (PALS) at the relevant hospital, but they too will be struggling for a while.

Mental Health – self referral for help

This is a time of increased anxiety for many people. Hertfordshire Partnership University Foundation NHS Trust (HPFT), is working with the voluntary sector to ensure all crisis support services complement each other.

You do not need to see your GP first before accessing the following:

- **Herts Help** – a signposting and advice service which can direct people to the right support - 0300 123 4044 or email info@hertshelp.net
- **Hertfordshire Mind Network** crisis helpline – 01923 256 391
- **NHS HPFTs** Single Point of Access for Herts resident with a mental health problem: 0300 777 0707 or 01438 843322 out of hours or email hpft.spa@nhs.net
- **Samaritans** - 116 123, always available
- The NHS '**Every Mind Matters**' website has expert advice and practical tips for people with anxiety, low mood and sleep problems
www.nhs.uk/oneyou/every-mind-matters
- For **young people** aged 12 - 25 there is an excellent resource at www.kooth.com

Outpatient Appointments

There are currently long delays in getting an outpatient appointment or planned surgery and the GPs have no way of speeding this up. If you want to check on a delay at the Lister Hospital, call 01438 284444.

Covid-19 booster vaccination

Covid boosters will start in the Autumn but it is not yet clear if this will be at the surgery or a national organised hub. Either way, if you are eligible, you will be contacted when it is your turn. There will be two stages:

Stage 1

- adults aged 16 and over who are immunosuppressed
- those living in residential care homes for older adults
- all adults aged 70 or over
- adults aged 16 and over who are clinically extremely vulnerable
- frontline health and social care workers

Stage 2

- all adults aged 50 and over
- adults aged 16 – 49 who are in an influenza or COVID-19 at-risk group
- adult household contacts of people who are immunosuppressed

Staying safe during the pandemic

Even though the Government has lifted most restrictions, Covid-19 has not gone away. So everyone should continue to play their part in helping to stop the virus spreading.

Masks, hygiene and distancing will help.

Welcome to the team

The surgery has recruited two new Advanced Nurse Practitioners (ANPs) - Sarah Killen and Jane Timpson. They will strengthen the team with the skills they bring, and free up the GPs to deal with the most complicated appointments.

All ANPs have a Masters degree in clinical practice and have the authority to assess, diagnose and treat patients.

National Record-Sharing Plan

The Government is introducing a scheme for using patients' personal health data for research and planning.

If you do not want your personal health data to be shared with the government, you can opt out at

www.nhs.uk/your-nhs-data-matters/manage-your-choice.

Cancer - patient awareness

Screening for some cancers, notably prostate and ovarian cancer is currently less effective. So please tell your doctor if you notice any of the following possible symptoms.

Symptoms of prostate cancer can include:

- an increased need to urinate
- straining while urinating
- a feeling that your bladder has not fully emptied.

Symptoms of ovarian cancer can include:

- feeling bloated, indigestion or nausea
- discomfort in your tummy or pelvic area
- loss of appetite
- an increased need to urinate
- pain during sex
- a change in bowel habits
- back pain
- vaginal bleeding

Cancer - prevention

The chances of developing cancer can be reduced significantly by a change of lifestyle:

- Stop smoking
- Avoid obesity
- Take adequate, regular exercise
- Eat plenty of fruit and vegetables
- Limit your alcohol intake to a maximum of 14 units a week spread over 3+ days

To find out more, see one of the surgery's nurses or visit www.nhs.uk.

Nevels Road Surgery

www.nevelsroadsurgery.co.uk

01462 414839

Email: e82008.nevelsroadsurgery@nhs.net