



Nevels Road Surgery

Patients Newsletter

Issue 16: May to July 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.

Meet the (new) Doctor

Dr Jessica Hansell joined the practice in January 2021, filling the vacancy left by Dr Andrew Young.



Dr Hansell tells us: "I grew up on the Wirral in Merseyside but I've lost most of my accent now!

I qualified from Newcastle University in 2013 and moved to Bury St Edmunds for my Junior Doctor training. After a year at the Lister I did my GP training on the Stevenage scheme and then spent some time at Watford General Hospital. I was in the Acute Frailty team in A&E and also the Prevention of Hospital Admission team in Stevenage.

Frailty is a particular interest of mine and I enjoy working with the wonderful district nursing team to deliver care at home that would otherwise be given in hospital such as strong antibiotics through a drip.

Alongside my work as a GP I also have a role supporting other early career GPs across Hertfordshire and West Essex.

Outside of work you will often find me running in the beautiful countryside around here. And I love exploring new places so I am looking forward to when the pandemic is over and I can go on holiday again!"

Surgery access

If you have any medical concerns, the surgery is still there for you. Make contact by phone or online. You will get a call back offering a consultation by phone or video.

If you need to be seen face-to-face, and you do not have Covid-19 symptoms, you will be invited into the surgery at a fixed time. You will need to wait in the front car park until you are escorted in.

You are asked to wear a face covering where possible to protect yourself and others.

Staying safe during the pandemic

Everyone should play their part in helping to stop the virus spreading but it is hard to know what the latest guidelines are. For the latest advice visit: www.gov.uk/coronavirus. This includes a postcode checker so you can find out the latest situation in your area.

Covid-19 testing

The surgery cannot book a test for you; you can book a test via the government website: www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/ask-for-a-test-to-check-if-you-have-coronavirus/

Or if no other options are available, call The Coronavirus Testing Call Centre on 0300 303 2713 between 7am and 11pm.

Covid-19 vaccination

The NHS will contact you by phone or letter to make an appointment. When you hear, do make sure you get the jab. Read the latest vaccination advice on GOV.UK.

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

Online access at Nevells Road Surgery

You can send a question to the surgery via www.nevellroadsurgery.co.uk/ - click on the heading 'Online Requests' and scroll down. Or you can send an email direct to e82008.nevellroadsurgery@nhs.net

Also, there is a new eConsult area at nevellroadsurgery.webgp.com. This NHS-approved service will take your enquiry and make sure you are put in touch with the right person to help you.

Hay fever season

Hay fever is usually worse between late March and September. This is when the pollen count is at its highest. It can last weeks or months, unlike a cold, which usually goes after 1 to 2 weeks. There's currently no cure for hay fever but you can ease the symptoms.

Here are some suggestions to try:

- ✓ put Vaseline round the nose to trap pollen
- ✓ wear wraparound sunglasses to stop pollen getting into the eyes
- ✓ shower and change your clothes after going outside
- ✓ stay indoors with windows and doors shut as much as possible
- ✓ vacuum regularly and dust with a slightly damp cloth
- ✓ buy a pollen filter for the car and vacuum cleaner
- ✓ ask your pharmacist to recommend a treatment to suit you and your symptoms

If your symptoms still don't improve, ring the surgery on 01462 414839 and make an appointment to see the nurse.

Summer safety

Sunshine is a great tonic. It lifts your mood and helps to top up your level of vitamin D. But there are some things you do need to be careful about:

- Use a good sun cream - factor 50 for babies and small children
- Don't fall asleep in direct sun
- Drink plenty of water



If you notice any changes to moles or blemishes, ask to see the doctor.

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