



Boultham Park Medical Practice

Newsletter

Autumn Edition 2020

Editorial

Welcome to this Autumn edition of the Boultham Park Medical Practice newsletter which the Patient Participation Group put together for your enjoyment and to try and keep you informed. You are welcome to take a copy home with you. However, an electronic copy is also available on the Boultham Park Medical Centre webpage for you to download.

It goes without saying that this year has been unique in the way it has affected the way we run our lives and not least, our health concerns. During this difficult time it is with great pride that we can confirm that **Boultham Park Medical Practice has not closed the doors at all during the Covid-19 lockdown**. It has continued throughout to see patients 'face to face' where appropriate. Patients must remember that appointments may take a bit longer because the Practice has to ensure enhanced cleaning and decontamination procedures are carried out between appointments. **Please also read the article about Routine Testing on Page 3**

The Practice has been using a mixture of options to be able to triage and hold appointments with patients so we ask all to be mindful of this and recognise that this is for everyone's benefit.

Patients are encouraged to not to sit in silence if they think they have a problem. The Practice want patients to get in touch, especially those who are prone to suffer in silence and especially for persistent problems. The Practice can't help unless they know of your problem.

That said, you still need to use a 'common sense' approach to minor illnesses and consider the use of pharmacies and Over The Counter medicines where possible.

Remember – look out for our PPG Facebook page which contains useful information too.



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Coronavirus

You cannot help but to have heard about the global outbreak of Coronavirus. Please observe nation guidance which is being updated regularly by Public Health England.

The message remains if symptomatic, please stay away from the GPs and hospitals. Get tested – go online or call NHS 111 for details on where to get tested locally – appointments are needed so don't just turn up.

Please remember - There is no testing to identify whether or not you have Covid at either the Practice or at Lincoln County hospital - please don't go to either.

Face coverings must be worn to all appointments at the Practice.

The NHS is looking for patient's interest in contributing to the current research work. .If you are interested in participating, details can be found online at www.nhs.uk/researchcontact.

Contact and Trace



Many people have complained at the inefficiency of the government's track and trace process. However, no matter what your opinion is, it is important that we all do our best to help 'track and trace' the Covid-19 virus to protect our loved ones with the official NHS COVID-19 contact tracing app for England and Wales. It is now available to download onto your smart phone – whether it is an iPhone or an Android.

It's the fastest way of knowing when you are at risk from Covid-19 and the quicker you know, the quicker you can alert your loved ones and your community. The more of us that use it, the better we can control the virus.

It is free and very simple to download from your App Store or Google Play and set it up on your phone. It has various functions that include:

- **Trace:** find out when you've been near other app users who have tested positive for coronavirus.
- **Alert:** lets you know the level of coronavirus risk in your postcode district.
- **Check-in:** get alerted if you've visited a venue where you may have come into contact with coronavirus, using a simple QR code scanner. No more form filling.
- **Symptoms:** check if you have coronavirus symptoms and see if you need to order a test.
- **Test:** helps you order a test if you need to.
- **Isolate:** keep track of your self-isolation countdown and access relevant advice.

It is available in different languages including:

English
Punjabi

Welsh
Chinese

Bengali
Romanian

Urdu
Turkish

Gujarati
Arabic



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Practice Staffing



Dr Whitlow retired at the end of June and Dr Coffey is now the Senior Partner for the Practice. Dr Tan has also left the Practice and has been replaced by Dr Ogba.

There are also additional sessions provided by Advanced Nurse Practitioner (ANP) Gaynor Edwards.

We are also training an additional GP registrar for a period of time.

Therefore, the Practice is still providing the full compliment of appointments.

In addition, Nurse Katie is soon to start her ANP training and Nurse Jessica is starting to see Diabetes patients.

Routine Patient Testing

As a result of problems experienced by NHS supplier Roche, there is a temporary shortage in some of the chemicals used in tests carried out by GP practices. This is affecting routine tests, however, GP practices continue to have access to urgent tests. The NHS is working with its partners to resolve this and reinstate routine tests as fast as possible.

This is a nationwide problem and is outside of the control of local GP Practices. We apologise to patients who may have to have their tests deferred until the shortage is resolved'



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Social Prescribing

Not all health needs require a health professional. Lots of factors can combine to create health problems but need the root cause to be treated rather than the symptoms they cause. Social isolation, poor housing, financial issues, personal relationship problems, **struggling with the current circumstances surrounding Covid-19**, can all manifest themselves into health problems and doctors are not often the solution and can be poorly placed to help. This is where Social Prescribing can help.

Social Prescribing can often help the following :

- Anyone over the age of 18
- A person who has given their consent to the referral
- A person who is actively willing to engage in self-care/self-help activities
- A person who has been identified as requiring a non-clinical service
- Someone who is classed as having mild-moderate frailty
- Someone who is struggling in one way or another to manage some of their social issues
- Someone whose medical needs are managed or stable, including their physical and mental health, but who have other social needs and would benefit from support.

We do have a Social Prescriber who works in the surgery on a fortnightly basis. Please ask at reception if you feel an appointment may be of benefit to you or alternatively visit their website at : www.voluntarycentreservices.org.uk/social-prescribing

Parking



The surgery is increasingly busy and car parking is at times at a premium. We do ask that people do NOT use the surgery car park when using the local shops or visiting the park. The surgery car park is a private car park solely for the use of people using the surgery with a few car parking slots for those using the community hub. We are not a public car park.

Additionally, with the new bungalows now built and occupied behind the surgery, the side road is increasingly in use. Please do not park on the side road – it is double yellow lines.

Finally, please do not pull your vehicles onto the pavements. This causes access problems for pedestrians and also caused the kerbs to become damaged which then causes further access issues , especially for those patients with mobility problems.



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Flu Jab Campaign 2020

As you can imagine, the flu campaign for this year is proving to be far more complicated to manage due to the Covid-19 pandemic and the different vaccines provided. Not only are we having to ensure there is no clinical risk to those attending and that both patients and staff are protected from the possibility of catching Covid-19.

To say this is challenging is an understatement!



Essentially, the Practice is having to deliver a number of different vaccines. There is now a specific vaccine targeted at those patients who are over 65 which is different to that provided for the 18 – 64 'At Risk' category. There are also separate vaccines for 2/3-year olds and those under 18.

Additionally, the Practice is having to ensure that **Social Distancing** is strictly enforced which means we are not able to deliver the flu jab 'en masse'.

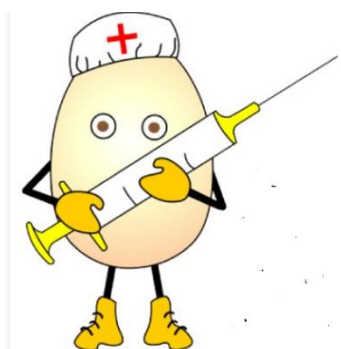
Consequently, the flu campaign is taking more organisation this year. Patients need to be aware that because the vaccine for Over 65 is different to those 'At Risk', they are unable to provide both on the same day to prevent any clinical risk. The Practice is aware that this can cause problems for those families who require both a flu jab for someone who is in the 'at risk' group but also for a family member who is over 65 as it means separate appointments as these clinics are on separate dates. Add to the problem with ensuring Social Distancing...



The Practice apologises for issues this may have caused to some families but have to ensure there is no clinical risk.

The Practice assures its patients that they are doing everything they can to provide an efficient service. Patients are advised to contact the Practice to book the date and time of their appointment.

Please be patient during this difficult time.



Please call us to
book your flu jab.



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Young Carer



In these 'unprecedented times' things are tougher for all of us who are 'carers' but we must also think about the young carers in our community. A young carer is someone aged 18 or under who helps look after a relative who has a condition, such as a disability, an illness, a mental health condition or a drug or alcohol problem.



Most young carers look after one of their parents or care for a brother or sister. They do extra jobs in and around the home, such as cooking, cleaning, or helping someone to get dressed and move around. Some children give a lot of physical help to a brother or sister who is disabled or ill. Along with doing things to help your brother or sister, you may also be giving emotional support to both your sibling and your parents.

Your choices about caring

Some people start caring at a very young age and don't really realise they are carers. Other young people become carers overnight. If someone in your family needs to be looked after, you may really want to help them.

But young carers shouldn't have to do the same things as adult carers, nor should they be spending a lot of their time caring for someone, as this can get in the way of them doing well at school and doing the same kinds of things as other children or young people.



It's important you decide how much and what type of care you're willing or able to give, or whether you should be a carer at all.

You need to decide whether you're the right person to offer the care that the person you look after needs. All disabled adults are entitled to support from their local authority, depending on their needs, so they should not have to rely on their children to care for them. It is important for social services to ensure the whole family feels supported and comfortable with your role.

Find out more about who can help young carers.

If you're 16 or over, and you're not in full-time education you may be eligible for help finding work as well as help with your family's finances, for instance through benefits such as Carer's Allowance. Your assessment is the best place to find out about what is available in your situation. Find out about having a carer's assessment.



Carers Direct

For advice and support with caring issues over the phone, you can call the Carers Direct helpline on 0300 123 1053. If you are deaf, deafblind, hard of hearing or have impaired speech, you can contact the Carers Direct helpline using textphone or minicom number:

0300 123 1004.



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Vulnerable Adults



Everyone has the right to live in safety, free from abuse and neglect. Abuse and neglect can occur anywhere: in your own home or a public place, while you are in hospital or attending a day centre, or in a college or care home. You may be living alone or with others. The person causing the harm may be a stranger to you, but more often than not the person

is known, and it can be the case that you usually feel safe with them. They are usually in a position of trust and power, such as a health and care professional, relative or neighbour.

Different forms of abuse and neglect

There are many forms of abuse and neglect, including:

Sexual abuse

This includes indecent exposure, sexual harassment, inappropriate looking or touching, as well as rape. Sexual teasing or innuendo, sexual photography, subjection to pornography, witnessing sexual acts, and sexual acts that you didn't agree to or were pressured into consenting to all count as sexual abuse.

Physical abuse

This can include being assaulted, hit, slapped, pushed, restrained, being denied food or water, or not being helped to go to the bathroom when you need to go. It can also include misuse of your medication.

Psychological abuse

This includes someone emotionally abusing you or threatening to hurt or abandon you, stopping you from seeing people, and humiliating, blaming, controlling, intimidating or harassing you. It also includes verbal abuse, cyber bullying and isolation, or an unreasonable and unjustified withdrawal of services or support networks.

Domestic abuse

This is typically an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is, or has been, an intimate partner or family member.

Discriminatory abuse

This includes some forms of harassment, slurs or similar unfair treatment relating to race, gender and gender identity, age, disability, sexual orientation, or religion.





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Financial abuse

This could be someone stealing money or other valuables from you, or it might be someone who is appointed to look after your money on your behalf using the money inappropriately or coercing you into spending it in a way you are not happy with. Internet scams and doorstep crime are also common forms of financial abuse.

Neglect

Neglect is also a form of abuse. Neglect includes not being provided with enough food or the right kind of food, or not being taken proper care of. Leaving you without help to wash or change dirty or wet clothes, not getting you to a doctor when you need one, or not making sure you have the right medicines all count as neglect.

Abuse in your home

You're more at risk of abuse at home if:

- you are isolated and don't have much contact with friends, family or neighbours
- you have memory problems or have difficulty communicating
- you become dependent on someone as a carer
- you don't get on with your main carer
- your carer is addicted to drugs or alcohol
- your carer relies on you for a home, or financial and emotional support

I think I am being abused or neglected: what can I do?

Who to talk to if you feel you are being abused or neglected:

- Don't worry about making a fuss – tell someone you trust as soon as possible.
- Speak to friends or care workers, who may have an understanding of the situation and be able to take steps quickly to improve the situation.
- You can also talk to professionals such as your GP or social worker about your concerns, or you could ask to speak to your local council's Adult Safeguarding team or coordinator.
- Call **Action on Elder Abuse 0808 808 8141** for advice.
- If you believe a crime is being, or has been, committed – whether it's physical abuse or financial – talk to the police or ask someone you trust to do so on your behalf.

Spotting signs of elder abuse: advice for carers

It's not always easy to spot the symptoms of abuse. Someone being abused may make excuses for why they're bruised, they don't want to go out or talk to people, or they're short of money. It's important to know the signs of abuse and, where they are identified, gently share your concerns with the person being abused. If you wait, hoping the person will tell you what's been happening to them, you could delay matters and allow the abuse to continue. Behavioural signs of abuse in an older person include them:

- becoming quiet and withdrawn
- being aggressive or angry for no obvious reason
- looking unkempt, dirty or thinner than usual
- sudden changes in their normal character, such as appearing helpless, depressed or tearful
- physical signs of abuse, such as bruises, wounds, fractures and other untreated injuries



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- the same injuries happening more than once
- not wanting to be left on their own or alone with particular people
- being unusually lighthearted and insisting there's nothing wrong

Additionally, their home may lack heat, be unusually dirty or untidy, or you might notice things missing.

Other signs to watch out for include a sudden change in their finances, not having as much money as usual to pay for shopping or regular outings, or getting into debt. Watch out for any official or financial documents that seem unusual, and for documents relating to their finances that suddenly go missing.

If you feel someone you know is showing signs of abuse, talk to them to see if there's anything you can do to help. If they're being abused, they may not want to talk about it straight away, especially if they've become used to making excuses for their injuries or change in personality. Don't ignore your concerns, though. That could allow any abuse to carry on or escalate.

I'm worried about someone who may be experiencing abuse or neglect

Start by talking to the person in private if you feel able to do so. Mention some of the things that concern you – for instance, that they have become depressed and withdrawn, have been losing weight, or seem to be short of money.

Let them talk as much as they want to, but be mindful that if they've been abused, they may be reluctant to talk about it because they're afraid of making the situation worse, because they don't want to cause trouble or they might be experiencing coercion by someone or being threatened in some way.

It's best not to promise the person you won't tell anyone what you've heard. If an adult is being abused or neglected, it's important to find help for them and stop the harm. Stay calm while the person is talking, even if you're upset by what you hear, otherwise they may become more upset themselves and stop telling you what's been going on.

It can be very difficult for an abused or neglected person to talk about what's been happening to them. Unless you're concerned for their immediate health and safety and feel it's vital to act straight away, give them time to think about what they'd like to do.

If you're right and the person has been abused or neglected, ask them what they'd like you to do. Let them know who can help them. Say you can seek some help on their behalf if they want or if it's difficult for them to do so themselves. It's important to listen to what they say and not to charge into action if this isn't what they want.

Who to contact about elder abuse

If an adult has told you about their situation, you might want to talk to other people who know the person you're worried about to find out if they have similar concerns. There are also professionals you can contact. You can pass on your concerns to the person's GP and social worker. Local authorities have social workers who deal specifically with cases of abuse and neglect. Call the local council and ask for the adult safeguarding co-ordinator. You can also speak to the police about the situation. Some forms of abuse are crimes, so the police will be interested. If the person is in danger or needs medical attention, call their GP if known or emergency services if immediate assistance is required. You can also call the **Action on Elder Abuse** helpline, free and in confidence, on: **0808 808 8141.**





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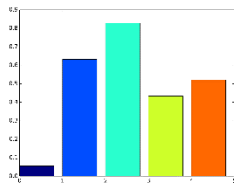
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Keeping the Mind Active

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National Patient Survey



The national patient survey has been completed and the survey results are now available online at:

<https://www.gp-patient.co.uk/>

The Practice has not done a great deal of analysis on the survey yet, but the initial impressions are that the Practice has achieved some excellent results. This also includes some stand out results where the Practice exceeded the national average.

It is recommended that you visit the webpage and view the results for yourself to see why we belong to a Practice we can be proud of. The PPG would like to congratulate both the medical and administrative staff for their hard work in achieving such excellent results