

SEPTEMBER

Neetside Surgery 2024

ISSUE 9

Your Doctors

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OPENING TIMES

8.30am—1 every day
2pm—8pm (Monday)
2pm—6pm (Tues-Fri)
Closed Saturday & Sunday

ENHANCED ACCESS

If you need access to GP services in the evenings, or at weekends, there are now improvements to where, when and how appointments can happen.

Monday evening appointments at Neetside Surgery are available up to 8pm. Please contact us for details.

Call 111 for medical advice & direction: 999 for life-threatening emergencies.

TRAINING AFTERNOON CLOSURE

We will be closed from 1pm on **Wednesday 11th September** for staff training. Please call the usual surgery number to be advised **on that afternoon** if you need URGENT medical advice.



VACCINATION-READY!

With both the seasonal flu vaccination programme and Covid boosters being made available nationally from October 3rd, we've been doing a lot of planning throughout the last few months. Each vaccination given at Neetside Surgery, helps us **and** the NHS, so, if you're registered with us and get an invitation, please book with **us**, rather than elsewhere. Here's the plan:

- Free Flu and Covid booster vaccinations will be given in clinics by our Neetside team (held at Neetside Methodist Church Hall) for anyone aged 65 and above, plus anyone in an eligible group—see page 2.
- The vaccines will be given at the same time, as in previous years – one in each arm.
- Patients only wanting one of the vaccines will be given that option when they book: either just flu, or just Covid. Dates are detailed below.
- Patients in the qualifying groups will be sent a text in **September** via which they can make a booking, be informed how to book, or where and when to call. Texts will go out in batches and over a number of days, so you may not get yours on the first day. People without mobiles will be contacted by phone, and letter if necessary. For qualifying groups please see page 2.
- We are unable to specify which Covid vaccine you will be given, although we do know it will be either Moderna or Pfizer.
- Please only call non-urgently (after 11am) to make a vaccination booking. This leaves the lines open for early morning urgent calls.
- We are only vaccinating people for Covid aged 18 and above at the surgery. For information about vaccinations for those in the under 18 age-group, please check our website. We will post information as we receive it.
- We are unable to give flu jabs to anyone NOT in the qualifying groups. Please go to other providers, such as pharmacies or larger supermarkets. Charges will apply.



The **National Booking Service (NBS)** will be open for the public to book appointments at other venues, from **23rd September onwards**.

OUR CLINICS to be held at Neetside Methodist Church Hall will be on:

Saturday 5th October

Saturday 19th October

Other clinics may be added after these dates have passed.

Please try to use the text booking link if you are able. This helps us and leaves phone lines free for those who aren't online or do not use text.

All you ever wanted to know about Autumn vaccinations!

WHY BOTHER?

It is understandable to feel vaccination fatigue, but the autumn/winter vaccinations continue to be really important protection because:

- if you get flu and COVID-19 at the same time, research shows you're more likely to be seriously ill
- getting vaccinated against flu and COVID-19 will provide protection for you and those around you for both these serious illnesses
- both flu and Covid are miserable illnesses; vaccination offers the best protection against the symptoms

WHY OCTOBER?

This year most eligible adults will be offered a flu vaccine from early October, which might be slightly later than in previous years. This is because the latest scientific evidence shows that protection from the flu vaccine decreases over time in adults. It is better to have the vaccine closer to when flu typically circulates.

FLU VACCINATION—am I in an eligible group for a free jab?

There are two types of flu vaccines being used again this year: one for those aged 65 and above and another for those under 65. Those who qualify for a FREE jab are:

- people aged 65 and over (including those who'll be 65 by 31 March 2025)
- people who have certain health conditions (see QR code for more information)
- women who are pregnant
- people who are in long-stay residential care
- those in receipt of carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick. If you have just become a carer, please let us know.
- people who live with someone who is more likely to get infections (such as someone who has HIV, has had a transplant or is having certain treatments for cancer, lupus or rheumatoid arthritis)
- frontline health and social care workers

We will be giving routine nasal vaccinations against flu to children aged 2 to 3 years, born between 01/09/2020 and 31/09/2022, as well as those aged 6 months up to 18 years in the clinically at risk groups.

AUTUMN/WINTER COVID BOOSTER—am I in an eligible group for a Covid booster?

The following groups of people are eligible for a Covid booster:

- Anyone aged 65 and over (including those who'll be 65 by 31 March 2025)
- People living in a care home for older people and their staff
- People aged 6 months to 64 years in a clinical risk group

We are still awaiting full information regarding Covid vaccinations to frontline Health and Social Care workers.

As we have not been commissioned to provide Covid Vaccinations to young people who are aged 5 to 17, other local providers or schools should be offering these. We will post clinics on our website and Facebook page when we are notified. If your child misses their vaccination at school please call **01872 221105** (Cornwall) or **0300 247 0082** (Devon).

GAPS BETWEEN VACCS

For all Covid vaccinations the gaps between boosters should be:

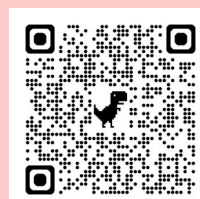
- Those aged 12 and above, who are immunocompromised, must have a gap of at least 3 months since their last dose, ideally 6 months.
- Those aged 65 and above must have a gap of at least 3 months since their last booster/dose, ideally 6 months.


For full NHS information, please go to:

<https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>



For full GOV.UK info go to:





TOTAL TRIAGE NOW IN OCTOBER!

From Monday 7th OCTOBER we will be changing the way we run our appointment system to **TOTAL TRIAGE**.

Booking routine Nurse, Healthcare Assistant and Phlebotomy appointments will not be changing.

Our team will be available to help you through this new way of working. For more information please ask at the desk.

From Monday 7th OCTOBER 2024

Thank you for bearing with us during a very challenging summer. Although we intended to launch TOTAL TRIAGE in July staffing levels have meant that we haven't been able to introduce it until October. Although unfamiliar at first to all of us, we are confident that Total Triage will prove a better system in managing the increased level of healthcare need and condition complexity being experienced at GP practices across the country.

WHAT DOES TOTAL TRIAGE MEAN?

Total triage means that every patient contacting the practice first provides some information on the reasons for contact and is triaged before making an appointment. Any medical decision is made by a clinically-trained person.

WHAT ARE THE BENEFITS?

Efficient Use of Resources: Ensures that urgent cases are seen promptly while routine cases are managed appropriately.

Improved Access: Helps reduce waiting times and ensures that you receive the right care at the right time.

Improved Patient Experience: Provides a more streamlined and effective way of managing appointments and care.

Fewer pressure points: Importantly there will no longer be that 8.30am and 2pm clamour for appointments each day that leaves everyone frustrated! You can fill out an online form at any time you wish, during the evening, at weekends or when on holiday. Forms will be looked at by a clinician at the beginning of each morning and afternoon (Monday to Friday) so appropriate action can be taken, according to clinical need.

NEETSIDE SURGERY IS
AVAILABLE ON
FACEBOOK




STAFF UPDATE

Dr Pauline Anthony joins us in September and will be doing three half-days at the surgery. Many patients will already know Dr Anthony as she has been a regular locum for us over the years. We feel really lucky to be having her as part of our GP team and look forward to working with her again.



We will be closed on
Wednesday 11th September
from 1pm onwards

for staff training.

For life-threatening emergencies call 999.

For urgent medical advice call 01288 270580 so you can be directed.

NEETSIDE SURGERY

Respiratory Syncytial Virus (RSV) is a common cause of coughs and colds. RSV infections usually get better by themselves, but can sometimes be serious for babies and older adults. A new RSV vaccination is being offered for the first time this year to pregnant women and those who are aged 75 to 79. Pregnant ladies will be offered their vaccination through their hospital maternity services.

We will be calling patients in the 75 to 79 age group who are eligible for the RSV vaccination in batches, and running clinics in September and then from November onwards throughout the year, once the seasonal flu and Covid clinics have been completed. The RSV vaccination is a year-long campaign.



UK Health Security Agency

You'll be offered the RSV vaccine once you turn 75

RSV can cause pneumonia and other **life-threatening conditions in older adults**, with thousands needing hospital care every year.

From Sep 2024 the vaccine will be offered to adults when they turn 75. There will be a one-off catch-up programme for those already aged 75-79.

Neetside Surgery: 01288 270580

HOW DOES TOTAL TRIAGE WORK?

As we have had to postpone the launch of Total Triage until October we thought it useful to repeat this information from the Last newsletter, to remind everyone what it's all about.

For all GP, Urgent Care or Nurse Practitioner appointments you can go straight to our practice website homepage where you will find the link to 'Contact Us Online' (see image below).



Fill out the form with as much information as you are able to provide. This helps our clinicians to assess your need clinically. It is an online form that we have been using for many years and has not changed.

If you are unable to access the internet, we can complete this form for you over the phone. Our admin team will take you through the questions to complete it. They will only ask for the information needed to complete the form. All staff are extensively trained and bound by the laws of confidentiality.

Assessment: A clinician (a GP, Nurse Practitioner or Emergency Care Practitioner) will review your information and decide the best course of action. This could be a same-day appointment, a routine appointment, medication or advice on self-care.

Appropriate Care: Based on the assessment, you may be directed to see a GP, a practice nurse, or another healthcare professional. In some cases, you may be advised to visit a pharmacist or another service. We will contact you to let you know the outcome of your request, and if or when an appointment has been made. Please ensure your contact details are all up-to-date.



We understand that this new way of working may feel a little daunting at first. We have contacted all patients by email who have given us consent to do so, to outline the new scheme in advance. Leaflets with the information in this newsletter are available to all patients from reception, if you wish to collect one for a friend, neighbour or family members.

We want to reassure all our patients that we will be working on this together with you, listening to your feedback as we always do. We may have to fine-tune a few things as time goes on and will be monitoring the new process throughout. We will keep everyone informed as needed, every step of the way.

Thank you for your kindness and co-operation as we seek to implement this very important change at Neetside Surgery.



The Neetside Team