



## Neetside Surgery

NEWSLETTER 1 2022

### Your Doctors

Dr M. Dowling (m)  
Dr J. Bloemertz (f)  
Dr M. Eggleton (m)

Dr Olusola Ojo (m)  
(Locum)

**Telephone**  
01288 270580

### Practice Manager

Melanie Chenoweth

### **OPENING TIMES**

8.30am—1 every day  
2pm—7pm (Monday)  
2pm—6pm (Tues-Fri)  
Closed Saturday &  
Sunday

### **LIVI**

We use Livi to provide access to GP's via video during normal surgery hours and outside usual surgery hours, including at the weekend and in the evening. The service is provided free on the NHS to Neetside patients.

You can download the Livi app to your mobile phone of tablet, from the App Store or Google Play. Or visit [livi.co.uk](http://livi.co.uk) for more information.



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

## HAPPY NEW YEAR!

As well as the usual determination to provide our patients with the best healthcare possible, we move into 2022 with more than a little trepidation. It's an ever-changing picture for us all, adapting lives and work in line with government directives made necessary by the pandemic, and trying to accommodate increasing and more complex healthcare needs of large patient populations.

It's essential that we all pull together moving into a new year so, to help that, here are a few pointers on how to get the help you need, and look after our practice:

**ALWAYS CALL/CONTACT US** if your condition is urgent, is of sudden onset, or is an on-going condition that has got suddenly worse. One of our clinical staff will be able to call you, or see you if needed.

**ALWAYS CALL 999** in a life-threatening emergency, such as shortness-of-breath, chest pain etc.

Go on-line and use our accuRx service or NHSApp for other conditions if you are able, and whenever possible for non-urgent conditions. These are checked every working day by a clinician and patients are contacted as required. Our phones are always busy so, if you are able to go on-line this will release the phone lines for those who don't use a computer.

Be flexible. You may be offered an alternative service or clinician (health and wellbeing coach, mental health practitioner, clinical pharmacist etc.) that may be better equipped to help you. Your GP is not the only person who can understand your condition.

Be prepared for changes. We are preparing for a surge in Omicron COVID cases during January and February 2022 across Devon and Cornwall. Even with very high vaccination uptake in patients and staff, there may still be large outbreaks which may affect staff numbers and delivery of care. We have plans in place to minimise this as much as possible, with infection control procedures, and staff testing and working arrangements, but some clinics may have to be cancelled and rearranged at the last minute. Whilst we appreciate how annoying this can be, we hope you will bear with us. The person calling you is the person trying to help.

Please be patient. We may have to cancel non-urgent and routine check-ups to meet the needs of more urgent care. We may also have to further regulate people coming into the surgery for face-to-face appointments, offering telephone or video consultations as an alternative. This has not been made necessary yet.

Please be kind. Our staff are working tirelessly to help everyone, whilst battling through a pandemic. Appreciative words and kindness help everyone, and definitely give all staff a boost. **Thank you** to everyone who has done this recently: directly, or by sending in love-ly cards, messages and treats. We value every word!



# VACCINATION OPTIONS?



**DON'T START  
2022 LIKE THIS.**

A booster will strengthen your protection from COVID-19 and give you the best possible defence, because two doses are not enough.

**GET BOOSTED NOW**  
NHS.UK/COVIDVACCINATION

It's never too late to get your vacc. There are lots of bookable and walk-in clinics still happening locally and plenty of places to look to find out what's available:

- Neetside Surgery website
- Neetside Surgery Facebook posts
- Coast & Country PCN website & Facebook posts
- Kernow CCG website (see QR code)
- Call 119 or use the National Booking Service on-line



## GETTING YOUR YOU BACK!

Whether you like the challenge of health campaigns like **DRY JANUARY** or **BETTER HEALTH, ONE YOU** or **EVERY MIND MATTERS**, there's plenty of support available to help you into a healthier 2022 and stay motivated.

Try having a look at **HEALTHY CORNWALL**.

Offering support with:

- Weight Management
- Healthy Eating
- Physical Activity
- Stopping Smoking
- Healthy Pregnancy

call **01209 615600**

<https://www.healthycornwall.org.uk>

If you like a more personalised approach, speak to one of our Social Prescribers who will outline what local groups and options are running. If you have a Long Term Condition, our Health and Wellbeing Coach—Helen Jackson— can offer up to 6 motivational and personalised coaching sessions.

**Better Health** Let's do this **NHS**

### Want to lose weight?

Our easy-to-follow plan can help you start healthier eating habits, be more active and start losing weight. One healthy choice at a time.

Over 12 weeks, the plan can help you:

- Set goals
- Plan meals
- Make healthier food choices
- Record your activities and progress

Download your **FREE NHS Weight Loss Plan** app today

## Temporary change to fit notes

For Statutory Sick Pay (SSP), where employees go off sick on or after 10 December 2021, employers can only ask employees for proof of sickness (such as a fit note) after 28 days of sickness (including non-working days). Proof of sickness cannot be requested earlier than 28 days.

Fit notes do not have to be provided for DWP benefit claims until 27 January. This will not affect claims to benefit.

These changes are to give GP's more time to work on the Coronavirus (Covid-19) booster programme.

If you are concerned about your health condition, you should continue to see your GP.

## YOU ARE NOT ALONE

If you need urgent mental health support please don't hold off from speaking to someone today if you need to. All numbers are available 24/7:

For **CORNWALL MENTAL HEALTH CRISIS** please call **0800 038 5300**

For **DEVON MENTAL HEALTH CRISIS** please call **0808 196 8708**

**SAMARITANS** are available on **116 123**

**SHOUT!** Available by texting **85258**



AND LASTLY, but definitely not leastly, a very warm Neetside welcome to nurse Kirstine Davies who joins our team for 2 days a week. Great to have you with us!



# COVID VACCINATION OPTIONS CALL 119