



Chawton House Surgery

Patient Participation Group

Newsletter

LATE SUMMER 2020

Chawton House Surgery

The Same – But Different

The core staff at the surgery remains the same, but Covid means that the way that some things happen is different - and this will continue for the foreseeable future. These changes have been made to keep patients and staff as safe as possible while continuing to address medical needs and concerns. As always, the priority is to offer patients the best service possible and it is important that you contact the surgery immediately if you have a medical problem or concern – ***please don't put it off.***

Making an Appointment

When you get in touch, you will have a phone assessment with a medically trained member of staff to determine the best next step for you. In many cases it may be possible to avoid coming into the surgery but if not, an appointment with your doctor or nurse will be booked. If you do come to the surgery, please make sure you wear a face covering.

Ordering a Repeat Prescription

We have had to make changes to how you can order prescriptions. The simplest way to order prescriptions is online, the link on the surgery website will take you to 'SystmOnline' where there is a link to Request Medication – it is very easy and available 24/7. If you have not used 'SystmOnline' before and would like to give it a go, please contact the surgery as you will need an Account ID to register as it is a very secure system. You can also order medication (and much more) through the 'NHS App'. Many patients order medication through their pharmacist which also works well. You can also drop a written request for a prescription through the letterbox in the front door. Please note, however, that all paperwork is quarantined for 24 hours, so if your request is urgent, it may be better to order your prescription by phone.

Clinics and Additional Services

The surgery plans to re-start these services at the beginning of October, which brings us to.....

The Flu Clinic

This year, more than ever before, it is vital to get a flu jab. It is estimated that the flu vaccine saved over 3000 lives last year and saved 58,000 people from being hospitalised. If hospitals are put under pressure from Covid-19 infections this winter, they will not be able to cope if flu cases rise as well. Having the vaccination also helps to ensure our GPs do not become overwhelmed in the winter months.

Chawton House Surgery is having Flu Clinics on every Sunday during October – appointments can be booked through the surgery website, NHS app or by phoning the surgery. The practice has taken great care to ensure these clinics are run with a full range of social distancing precautions to ensure the safety of patients and staff. Sundays were chosen for safety reasons, as there are fewer shoppers and crowds around than other days. If you cannot make any of these four Sundays, please discuss with the surgery and if you are housebound and need a nurse to visit to administer the vaccine, please let the surgery know.

Lymington Hospital

All services at Lymington Hospital are now by appointment only, including Blood Tests. To book a blood test phone 02381 204877 Mon – Fri 8am – 6pm Please do not attend if you think you may have Covid-19 or have a temperature.

Lymington Urgent Treatment Centre

This service is attached to Lymington Hospital and remains open from 8am to 9pm, 7 days a week with a walk-in or pre-booked appointment for minor injuries. However, due to Covid-19 and to ensure the safety of patients and staff, they are no longer able to see patients with any ear, nose and throat problems. Your temperature will be checked on arrival.

Boots the Chemist

Boots have now closed their branch next to Chawton House Surgery. This was not publicised - the PPG did write to Boots CEO to complain, but the reply, while apologetic, made it clear that this is to save money and there is no going back. Now, Boots have also decided to close their Waitrose branch at 6pm and expect Lymington patients to go to New Milton if they need to collect medication after hours, or after a late GP appointment. If either of these decisions is making things difficult for you, please let us know through the PPG link on Chawton House Surgery website or write to us at the surgery address.

Services

The last few months have been testing for all of us and some of us have found ourselves having to deal with unforeseen hardships. Help is available and New Forest District Council has issued details of some of the major local support agencies.

Citizens Advice New Forest

Trained Advisers will offer practical help with benefits, employment, housing, debt and relationship issues. Referrals to Food Banks and fuel poverty scheme. Open Mon-Fri 10am-4pm for phone and webchats only for now. 0300 3309 009 or www.newforestcab.org.uk

New Forest Basics Bank

Food bank in Lymington and other areas, issues parcels to those without funds and those in dire need. Open Mon-Fri 10am – 2pm. 01590 610008 or www.basicsbank.org.uk Also you can contact Citizens Advice (above) for referral.

New Forest Disability

Confidential disability related advice incl benefits, equipment, Blue Badges etc. Open Mon, Tues, Thur, Fri (not Wed) 10am – 5pm. Contact 01425 628750 or www.newforestdis.org.uk

It's Your Choice - For 11 to 25 year olds

Provides information, advice and guidance for young people across the New Forest. Drop-in centres. Contact 023 8086 4231 or www.iyc.or.uk and on social media

Macmillan Cancer Support

Advice on benefits and non-health matters for people affected by cancer. Mon-Fri 9am-4pm 0344 847 7727 or email macmillan.cahampshire@cabnet.org.uk

Age Concern New Forest

For people age 55+. Please contact for information and advice. 02380 841199 9am-1pm or ageconcernnewforest.org.uk

CAP – Debt, Job Club and Life Skills

Christians Against Poverty offer free specialist advice to find solutions for debt problems, organising money and learning life skills. On Tuesdays from 10am-2pm, CAP runs a Job Club at Lymington Baptist Church to support and help those looking for work. For Job Club and Life Skills call Abbie 07486 375299 or email abigailbarry@capuk.org CAP Debt Advice 0800 328 0006 or www.capuk.org

Community First New Forest – Call and Go Services

Transport Service for elderly and disabled people. 01425 48277 www.cfnf.org.uk / transport@cfnf.org.uk

Silverlinks

A not-for-profit local service for older people that offers free, confidential home visits from trained and experienced volunteers to talk through any specific worry or anxiety affecting health or preventing the enjoyment of life to the full. From practical help with things like form filling and low income problems to dealing with isolation and loneliness, Silverlinks helps anxious older people to take control of their lives. Please ring for yourself or for someone that you are worried about.

Call 07825 168364 or email silverlinkslymington@gm

CAN YOU HELP US?

Chawton House Patient Participation Group has been formed to provide a link between patients and doctors for non-medical issues and to keep patients up-to-date with changes and news from the surgery. We are mostly older people and we could do with some members below 60 so that we have a cross section of our patients represented – a young parent would be appreciated and it would be great help to have someone who is tech savvy. It doesn't take a lot of time, we meet for one hour a month, usually on a Thursday 9am-10am and it can be very interesting and, while this is usually at Chawton House, we are using Zoom for now. If you would like to take part in the next meeting and meet us, please send a message to us via the PPG link on the website (see below) or call and leave a message with Reception.

KEEP IN TOUCH

Go to www.chawtonhousesurgery.co.uk and you will find the link for the Patient Participation Group in the blue section towards the top of the home page. Please register and then we can send you newsletters and other relevant information.

MAKE A SUGGESTION

If you have a non-clinical question about Chawton House Surgery or have changes and services you would like to see, please use the same link and complete the PPG Comments and Suggestions Form or post it to us via the surgery.

NHS Apps

On the NHS App you can book appointments, order prescriptions, message your GP, view your medical records and many, many other services. Go to <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

If you want to download the **Covid-19 Test and Trace App**, you can find information at <https://www.covid19.nhs.uk/>

Many thanks from all of us to Chawton House Surgery staff, including those who are giving up their Sundays to keep us safe at the Flu Clinic, for all their help and support during this Covid-19 crisis