



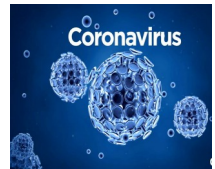
Ancora

Medical Practice

SUMMER NEWSLETTER 2022

Welcome to the Summer 2022 newsletter. If you have any suggestions, comments or queries on the content of this newsletter or future newsletters please advise one of the Receptionists who will pass your comments on to the Practice Manager.

Coronavirus COVID-19



With the lifting of the remaining COVID-19 restrictions we still need to act cautiously to stop the spread of the virus which is still circulating locally.

We hope you understand that health premises are a high-risk environment, and we must maintain some control measures to keep our patients and staff safe. **We are asking all people entering the building to; wear a face mask unless exempt, maintain social distancing and use hand sanitiser on arrival.**

Please do not attend any appointments more than 5 minutes before your appointment time where possible, and attend your appointment alone.

****DO NOT ATTEND THE SURGERY IF YOU ARE DISPLAYING SYMPTOMS OF COVID OR HAVE TESTED POSITIVE IN THE LAST 7-10 DAYS****

For the latest government guidance on what you should or should not please visit:

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

Visit the NHS Website if you have any of the above symptoms:

<https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>

How to Access Your GP

There are a few ways you can contact your GP surgery:

Face-to-face appointments are available to all patients, but you may be asked to discuss your conditions over the phone or online first, to assess what would be most appropriate for you.

If you are asked to come into the surgery please remember to wear a face covering. Measures are in place to keep you safe from infection during your visit to the surgery.

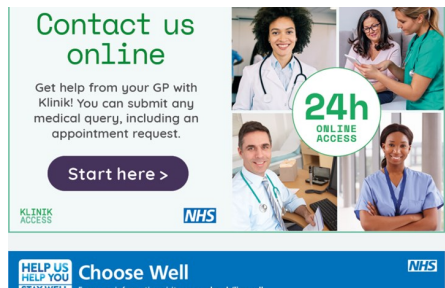
Via Online Consultation:

You can now use our online consultation service which is accessed via the Practice Website: <https://www.ancoramedicalpractice.nhs.uk/>

Online consultations allow people to contact their GP Practice without having to wait on the phone or take time to come into the practice. They enable Patients to use a secure online system to ask questions, report symptoms and upload photos. The GP will respond to the consultation appropriately whether that be via a text message or a telephone call.

There are two options to choose from: one for registered patients and one for non registered patients.

If you are not registered at the Practice and would like to be the link will explain what you need to do to register with us.



The advertisement features a light green background with the text 'Contact us online' in green. Below this, it says 'Get help from your GP with Kliniki! You can submit any medical query, including an appointment request.' A dark purple button with white text says 'Start here >'. The NHS logo is in the bottom right. On the right side, there are four small images of healthcare professionals: a female doctor, a female nurse, a male doctor, and a female nurse. A circular badge with '24h ONLINE ACCESS' is overlaid on the images. At the bottom, a blue banner contains the text 'HELP US HELP YOU STAY WELL Choose Well' and the NHS logo.

Follow the prompts provided. We aim to review all routine queries that are submitted before 3 pm on the same working day, however we may not contact you the same day. Clinically urgent queries will be prioritised, but we may ask you to contact 111, or A&E if necessary.

Important! If your matter is urgent and outside working hours please contact 111. If severe, please consider attending A&E or calling 999.

Telephone Consultations:

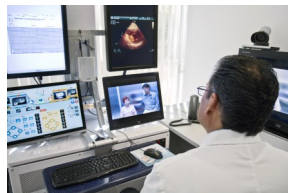
The GP's have a number of appointments reserved for telephone consultations. These are an option for those patients that are unable to attend the surgery, or it may be that you are able to resolve your condition/ailment over the phone rather than in person.



You should call the Reception team in the first instance; they will ask you necessary questions to ascertain whether the GP can deal with your particular condition/ailment over the phone. They will then book you an appointment to speak to the doctor. The Doctor may need to see you either via a video call or by you attending the Surgery dependant on your condition/ailment.

Video Consultations:

If a GP, doctor or healthcare professional recommends you have a video call, they will advise a time for the 'appointment'. To have a video consultation you will need, either a smartphone, tablet or computer that allows video calling. Remember to make sure your microphone and camera are switched on. You will also need to ensure you have an internet connection and are in a well lit quiet and private space so the GP can see you clearly.



The GP or Healthcare Professional will ask you questions about your health to work out the best treatment for you. Any notes will be added to your record as they normally would.

Via Email: nlccg.b81026reception@nhs.net

Prescription requests will be actioned within 2 working days. General enquiries to the practice will be dealt with by the admin team. They will acknowledge your email and refer to a GP if necessary. They will aim to deal with your enquiry within 2 working days dependant on the query.



NHS Community Pharmacist Consultation Service (CPCS)

This is a new service for patients over the age of 1 year old.

When you call the surgery with certain ailments the receptionist can now refer you on to a nominated Community Pharmacist.

You will then call the Pharmacy an hour later; which gives the pharmacist chance to triage your case.

The Pharmacist will decide whether they can prescribe medication over the phone, or if they need to see you face to face.

If you require a higher level of care than the pharmacist can give they will escalate your case to the relevant health care professional.

The following conditions can be dealt with by the CPCS service:

Bites/Stings

Colds

Congestion

Ear Problems

Eye Problems

Gastric Bowel Problems i.e. Constipation, Heartburn, Vomiting

General Ailments i.e. Hayfever, Sleeping Difficulties, Tiredness

Gynaecology Problems i.e. Thrush, Itching

Pain i.e. Back Pain, Migraines, Hip Pain or Swelling

Skin i.e. Athlete's Foot, Acne, Dermatitis, Scabies, Wound Problems

Mouth/Throat i.e. Cold Sores, Flu Symptoms, Sore Throat, Teething

Swelling i.e. Lower Limbs, Ankles, Thighs, Fingers

Online Services:

You can also register to use the Online Services. This allows you online access to order prescriptions, make and cancel appointments and view your medical record. To use this service you will need to visit the Surgery (bring along two forms of identification preferably one photographic) and speak to a Receptionist. They will provide you with a login and password to access to the Online Services.

NHS App:

This enables you to order repeat prescriptions, book appointments and check your symptoms.

For more information visit: <https://www.nhs.uk/apps-library/nhs-app/>

NHS 111

Call NHS 111 or go online to seek advice at: <https://111.nhs.uk/>

Prescriptions can be ordered :

In person at the Surgery; Patients simply tick the medicines they require on the white tear off sheet section of their prescription and drop it in the post boxes at the entrance.

Order online via Online Access through the Practice Website; Patients will need to register for Online Services. You can do this by speaking with a Receptionist.

By email; email address nlccg.b81026reception@nhs.net Please note this email is only for ordering repeat/acute medication.

Please contact the surgery via the telephone or through online services for all other queries.

Order through the new NHS App; Patients will need to download the NHS App to your smartphone or tablet from iTunes App Store or Google Play. For further information on how to download and register for the App please visit: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help/>

Staff News

Welcome

We would like to welcome the following members of staff to the Practice Team:

Sophie Taylor-Long — Practice Nurse
Maxine Johnson — Advanced Nurse Practitioner
Emma Bushby — Practice Nurse
Michelle —PSA
Gabrielle —PSA
Abigail—PSA
Siobhan —PSA
Lyn —PSA

Goodbye

Sadly we say goodbye to:

Natalie Chapman — who will be now working locally looking after the elderly and vulnerable patients across the PCN Practices.
Rachel Sumpter — who left to pursue a career at the hospital.
Anne Rose — who left to take up Locum work.

HYMS Training

We are an approved training practice with various doctors involved in training:



Year 5 medical students:

These are medical students in their final year before qualifying as a doctor.

If you see a student doctor you will have a longer appointment than normal for them to obtain a full history of your complaint, which they will then discuss with a GP, before they both decide on any action required.

FY2 doctors:

Newly qualified doctors enter a two-year Foundation Programme (FY1 and FY2), where they undertake placements in a variety of different specialities. These must include training in General Medicine and General Surgery but can also include other fields such as Paediatrics, Anaesthetics or General Practice.

If you see an FY2 doctor you will have a 20 minute appointment, where the FY2 doctor can consult with a fully qualified GP if they feel the need, however your case will be discussed with a GP at the end of the morning or afternoon session and if there are any changes to the treatment given, you will be contacted.

GP Registrars:

To train as a general practitioner (GP), after completing the Foundation Programme, a doctor must complete eighteen months of posts in a variety of hospital specialities, often including, Psychiatry, Geriatrics, Obstetrics, Paediatrics & Gynaecology. The trainee also has to spend eighteen months as a General Practice Speciality Registrar - a trainee based in a GP practice. After completing this training and the relevant exams, the doctor can become a GP and can practice independently.

If you see a GP Registrar you will have a slightly longer appointment than normal and your case will be discussed with the GP Trainer at the end of the morning or afternoon session.

We currently have the following GP Registrars working with us:

Dr Walaa Abdelhamid

Dr Adeola Balogun

Dr Tamunoemi Ndiukwu

Primary Care Networks

Ancora Medical Practice is part of a Primary Care Network. The PCN are funding a range of additional services for our patients including:

Clinical pharmacists:

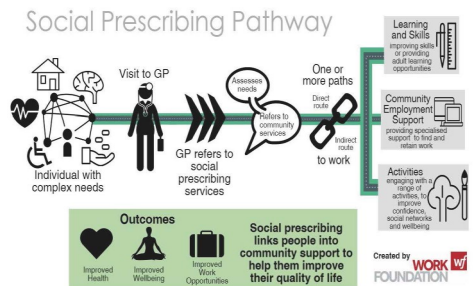
In the last few years, more and more pharmacists across England have been working alongside GP's in primary care to help patients make the best use of their medicines and reduce hospital admissions. Clinical pharmacists play a key role in medicine management by identifying medication related issues and ensuring safer prescribing. So you may notice that some of your prescription requests, changes of medication from secondary care and medication reviews are often performed by a pharmacist under the supervision of a GP.



With this clinical expertise, Practices have also been able to reduce waiting times for appointments, increase access to healthcare, improve screenings and diagnosis of chronic and common ailments and reduce the wastage and overuse of medicines.

Social prescribers:

Social Prescribers provide specialist support to individuals who need more than just medical care to help them live healthier, more fulfilling lives. Social prescribing is suitable for a wide range of people, including people with one or more long-term conditions, those who need support with their mental health, those who are lonely or isolated, or those who have complex social needs which affect their wellbeing.



First Contact Physio:

You can now refer yourself to a physiotherapist without visiting the Doctor. Please contact a receptionist in the first instance. They will book you in with the Physiotherapist who will triage your ailment/problem and decide if you are suitable for treatment with them. This means you won't need to wait for a referral from a doctor.



Sepsis

Infections sometimes lead to germs entering the bloodstream, which is known as sepsis.

The body's response to this can make you, or someone you are caring for look or feel very poorly. Sepsis is sometimes called septicaemia or blood poisoning.

Sepsis is a serious complication of an infection and without quick treatment can be extremely dangerous.

You should seek medical advice from NHS 111 if you've recently had an infection or injury and you have possible signs of sepsis (see diagram below).

If sepsis is suspected, you will usually be referred to hospital for further diagnosis and treatment.

Severe sepsis and septic shock are medical emergencies. If you think you or someone in your care has one of these conditions, go straight to A&E or call 999.

WHAT ARE THE SYMPTOMS?

There is no single symptom of sepsis. Symptoms of sepsis can include a combination of any of the following:



**CONFUSION OR
DISORIENTATION**



SHORTNESS OF BREATH



HIGH HEART RATE



**FEVER, OR SHIVERING,
OR FEELING VERY COLD**



**EXTREME PAIN OR
DISCOMFORT**



**CLAMMY OR
SWEATY SKIN**

Shingles

A shingles vaccine is available on the NHS for people in their 70s. In addition, anyone who was previously eligible (born on or after 2 September 1942) but missed out on their shingles vaccination remains eligible until their 80th birthday.

It helps reduce your risk of getting shingles. If you get shingles after being vaccinated, the symptoms can be much milder.

Ask your GP surgery if you can get the vaccine on the NHS. For more information on please visit: <https://www.nhs.uk/conditions/shingles/>

Non-Scalpel Vasectomy

Vasectomy's are carried out at our Detuyll Street site by GP partner, Dr M Jajja who is a qualified Vasectomist.

The procedure is available for all male Patients of North Lincolnshire even if you're not registered with Ancora Medical Practice. Please speak to your GP if you would like further information about this service.

Once you have been referred for the procedure you will be contacted by our administration team who will then book your initial appointment with the GP. The initial consultation can be either via telephone or face to face.

Once you have had your initial consultation with the Doctor you will then be booked in for the actual procedure to be carried out. You will be provided with all of the literature which explains the procedure in full including what you should do before, what happens during and after care.

If you would like further information please visit our Practice website: <https://www.ancoramedicalpractice.nhs.uk/practice-services/non-scalpel-vasectomy-service>

WiFi in the Waiting Room



There is now WiFi available for patients to use in the waiting room.

Search for networks, the *NHS Wifi* will show.

Once you click on the wifi you will need to register by entering your first and last name, and email address. You must tick to agree to the terms and conditions. Click on 'Register' you should now be on the internet.

Ancora Protected Learning Time

The surgery will be closed on the following afternoons from 1pm for Protected Learning Time:

Wednesday 08th June

Wednesday 13th July

Wednesday 10th August

Wednesday 14th September

If you need a doctor urgently between 1.00pm and 6.30pm on these dates; please ring the surgery and you will be redirected appropriately. After 6.30pm please ring 111.

This is the NHS 111 service.

PRACTICE EXTENSION

We have recently obtained planning permission to extend our Ashby Road premises.

This will expand the practice to give us more treatment rooms and office space.

We apologise in advance for any inconvenience caused by these works; but the end result will benefit the Patients, GP's and Staff.

How to get the most out of the NHS: Pharmacy First

Every week appointments with your GP are taken to discuss minor conditions. Advice and treatment for these problems can be obtained from your local pharmacy.

Freeing up appointments about warts, athletes foot and colds would allow your GP to spend more time tackling complex and challenging problems.

If you are suffering from one of the ailments listed below, you may not need to go to your GP for treatment. So instead of waiting for a GP appointment, visit your local community pharmacy first. No appointment is necessary. The pharmacist will always offer advice and if appropriate they will supply a medicine from their formulary.

If the pharmacist considers supply of a medicine is appropriate then it will be free for patients who are eligible for free prescriptions (you will need to show proof of exemption).

Patients who have to pay for prescriptions will pay the current prescription charge. If the medicine costs less than the prescription charge, then the patient would be informed of this so they can purchase it instead.

Acne	Coughs/Colds	Head Lice	Sprains/Strains
Athlete's Foot	Cystitis	Headache	Teething
Back Pain	Diarrhoea	Indigestion	Thread Worm
Cold Sores	Earache/Wax	Insect bites/Stings	Toothache
Conjunctivitis	Fever	Mouth Ulcers	Thrush
Constipation	Haemorrhoids	Nappy Rash	Sore Throat
Contact Dermatitis	Hayfever/Allergies	Warts/Verrucae	Scabies

The following can be bought at a reasonable cost over the counter at retail pharmacies: antihistamines, chloramphenicol eye drops, aqueous cream, hydrocortisone, Doublebase, Medigel, Aveeno, Aciclovir Cream and Oilatum.

Also Fybogel type products, Colpermin, Dioralyte sachets, Mebeverine, Loperamide, Anusol Cream and suppositories and some thrush preparations.



A&E Attendances

A&E is mainly for major injuries and emergency treatment. If you are unsure if it is appropriate to attend A&E, please contact the surgery for advice or telephone the NHS 111 service by dialling 111 from a landline or mobile. Calls to the NHS 111 service are free of charge.



The following situations are suitable for an emergency 999 call:

Suspected stroke/heart attack or collapse, associated with severe breathlessness or, pain or unconsciousness.



Future Editions

If you have any suggestions regarding other information you would find useful in our newsletter please let us know. There are comment / suggestion cards available in reception or you can advise one of our receptionists who will pass your comments on.

We welcome comments and feedback from our patients on all aspects of the services we offer.



NUMBERS YOU MIGHT FIND USEFUL

Adult Information Services (IAS)

01724 296607

Adult Social Services

01724 297979

Carer's Support Centre

01652 650585

Children's Services

01724 296500

Children's Services Out of Hours

01724 296555

Humberside Fire and Rescue

01482 565333

National Gas Emergency

0800 111999

NHS Urgent Care/NHS Choices

111

North Lincolnshire Council General Enquiries

01724 297000

North Lincolnshire Council Out of Hours Emergencies

01724 276444

Patient Advice and Liaison (Scunthorpe)

03033 306518

Police Non-Emergency

101

Samaritans

01724 860000/

116 123 (24hrs)

Scunthorpe General Hospital

01724 282282

Northern Powergrid

0800 375 675



For the latest news from the practice please visit our website at:

www.ancoramedicalpractice.nhs.uk