

- Contributing to the continuous improvement of services
- Fostering improved communication between the practice and its patients
- Helping patients take more responsibility for their health
- Providing practical support & help to implement change



COVID-19 and Patient Appointments

Understandably during the last year, the surgery has been conducting a proportionally larger number of patient appointments over the phone and even annual long term condition checks may now involve a phone call too.

Urgent problems needing a GP are being initially assessed by phone and the doctors are seeing patients face to face when required. Over the last couple of months as lockdown eases, there has been an increase in the number of consultations, as people start to consult about issues which have built up over the last year. This has put significant pressure on the appointments available, meaning that at times the surgery may not be able to offer patients a same-day appointment.



The surgery politely requests patients to please bear with them during these times, and if your problem is urgent then they will always be able to deal with it. However, if it is not urgent then you may be asked to ring back another day. Your cooperation and ongoing support is much appreciated.

COVID-19 vaccination status

From 17 May 2021, patients in England who have had a full course of the COVID-19 vaccine can demonstrate their COVID-19 vaccination status for international travel.

A full course is currently two doses of any approved vaccine. Vaccine status will be available from:

- the NHS App which you can download from app stores
- the NHS website

It may take more than a week for your identity to be checked & verified when this service is used. If you cannot access the online services, & you have had 2 vaccines, you can request a paper letter from the NHS by calling 119. Only call 119 if you are due to travel abroad in the near future and have had your second dose more than 5 working days ago. It may take 7 working days for the letter to arrive.

Our surgery is not able to provide a letter to show your COVID-19 vaccination status.

When you're planning your travel, check the latest information on demonstrating your COVID-19 status when travelling abroad on the gov.uk website. Make sure there is time to get proof of your vaccination status before you leave.

Please do not contact your GP practice, just download the app, visit the NHS website or ring 119

COVID-19 Vaccinations

The practice has been involved in giving COVID vaccinations for those who are housebound, for the care homes and their staff, and for most other patients, you will be invited to book your COVID injection when your turn comes. If you are over 40 years, a carer or have a long term condition which means you are at increased risk, and have not yet had a COVID injection then please book via <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>



Practice Premises Update

The practice is currently exploring options to develop new practice premises within Radcliffe on Trent. The new premises will be fit for purpose and will be able to service future growth in the village.

Meet Practice Lead Nurse, Caroline Atkinson

“I am the lead practice nurse at Radcliffe on Trent Health Centre & I have been working here for over four years. I really enjoy working with the close team at Radcliffe and enjoy helping local people with their health care needs. I completed my nurse training in 2003 at Nottingham University and have also completed my honours degree since then. I have a particular interest in Diabetes and Asthma and regularly attend training to stay up to date.



I also teach nursing students at the Nottingham University in clinical skills when not working at the practice as I really believe strongly in the benefits of education and trying to strengthen nursing for the future.”

The Pulse Oximeter @ Home service

This service went live at the end of December 2020, designed to detect earlier deterioration in the community of COVID diagnosed cases and enable more timely treatment, through patient self-monitoring.



At the point of a COVID diagnosis, all patients presenting to the NHS who are either (a) over 65 (including care home residents), or (b) under 65 and a high COVID risk (drawing on the Clinical Extremely Vulnerable list and clinical judgement) AND symptomatic will be encouraged to be enrolled in the Pulse Oximetry @ home service.

Patients will be provided with an oximeter and instructions on how to use it. They will also be given a patient diary/information sheet, to record their saturations levels. Saturations levels should be recorded three times a day for two weeks and they should follow their escalation plan if their saturations drop below the parameters set.

To date, South Notts have referred a total of 302 patients and due to the success of the service, it has been extended until September 2021. The service has also been expanded to include respiratory patients at risk of admission (regardless of COVID diagnosis).

In addition to this GP lead model (in South Notts) known as a step-up service, in partnership with the hospital a step-down service across Nottingham/shire, has also been implemented enabling early and safe discharge of patients back to the community.

Visiting loved ones at The Manor House Care Home

When a brand new 'pavilion' was installed at the Manor House (see photo) back in February 2020 little did they know how useful it would prove to be! With some extra work they were able to convert it to a Covid-safe 'visiting pod' which has proved to be of immense value to residents and their relatives.



All of the residents have now received both doses of the vaccine and thankfully they have been able to start with some indoor vis-



iting. With the Spring weather getting warmer the 'pavilion' and the care homes gardens are proving even more popular places for people to reconnect with their loved ones.

The Trustees of the Manor House Care Home would like to acknowledge: "Throughout this period of great difficulty for everyone at the Home we have received excellent support from the Radcliffe on Trent Health Centre and we would like to thank them for that."

LET'S GO FOR A LITTLE WALK.....

Are you looking to be more active and enjoy being outdoors? Are you recovering or convalescing from an illness? Do you want to improve your fitness?

Walking regularly is one of the best ways to improve your mental and physical health. If you would enjoy company when you're walking, **Radcliffe Move & Mingle** is right on your doorstep. They are part of the national Ramblers Walking For Health scheme and run free weekly walks in the village every Thursday at 10.30am, starting from The Grange grounds.

Their walks are organised by qualified volunteer leaders, last about an hour, and can be adapted to suit your level of fitness. They are a friendly, sociable group who are always pleased to welcome new walkers. If you would like to know more, please feel free to contact:

Kathy Thomas on 0797 4934123 or Kathy.thomas53@gmail.com

As an organised outdoor physical activity, their walks have been risk-assessed to ensure they comply with all current Covid-19 requirements. There is no need to pre-book, but if you are new, please come a few minutes before the walk start time. They will need to collect a few details so that they can register you on their database. Even easier, you can register yourself online before coming along at:

<https://www.walkingforhealth.org.uk/user/register>.



WE HAVE VACANCIES FOR THREE NEW COMMITTEE MEMBERS



We welcome new committee member **Claire Holmes** to join existing RSF members:

Ann Moffatt, Andy Lucca, Carol White, Joan Barber, Linda Rycroft, Richard McCallum, Phil Thomas, Jane Clark (Secretary), Katie Vipond (Treasurer), Kamaljeet Pentreath (Vice Chair), and Joy Thackeray (Chair).

Established in 2010, the RSF is looking for 3 new members to join the group. We meet every two-months for a couple of hours, usually at the Surgery & during the pandemic managed to continue our meetings on Zoom. As we would like the Forum to be representative of the Radcliffe on Trent community we particularly invite applicants who are young parents or young people who would like to inform and influence Practice decisions. For more information or **to register your interest** please contact the Chair: **Joy Thackeray** via the surgery.

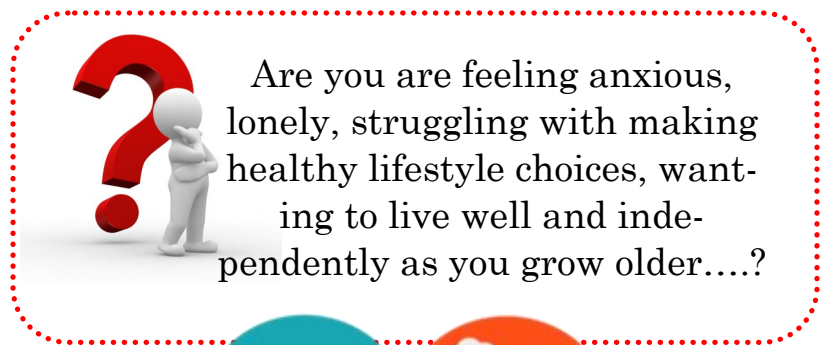
Social Prescribing:

a service designed to support you to find non-medical solutions to improve your health and well-being



Did you know that over a third of GP appointments are for non-medical matters – that's where the Social Prescribing Team comes in:

- ♦ They give you time to tell them what's important to you.
- ♦ They can support you to access lots of different things like counselling, benefits advice, weight loss services, community groups, information to help you age well and stay living independently.
- ♦ They can help you make referrals to specialist services or help you look for volunteering opportunities within the community.
- ♦ They offer one to one goal based support to maximise your well-being and help you make the changes you want to.



Much of the support provided by the Social Prescribing Team is based around the **5 Ways to Wellbeing**

Meet your Social Prescribing Link Workers:

North Rushcliffe*

Gwynneth Owen
Laura Paskvianskaite
Caitlin Jones



Central Rushcliffe

Nick Marlow
Leanne Hennesey
Caitlin Jones



South Rushcliffe

Kasia Frankowska
Sophie Taylor
Laura Paskvianskaite



Team Leader

Morgan Sharpe



*Radcliffe on Trent Health Centre

If you are interested in this service, start a conversation with your doctor, or with another person in the GP Practice team. If they think you will benefit they may refer you to your local social prescribing link worker.



You can follow **Rushcliffe Social Prescribing** on Facebook and check out what the Social Prescribing Team are doing in your area?