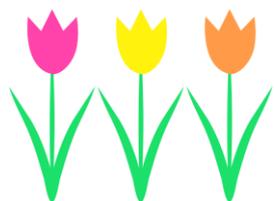
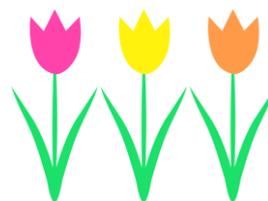


Larwood Health



Partnership



www.Larwoodhealthpartnership.co.uk



Newsletter



2020



We know these are difficult and unprecedented times, but patient care is still our main priority.

Please read through this newsletter for up-to-date information on what we are doing to keep you safe, what's happening in our surgery and also helpful tips on healthy eating, exercise and mental health.



What are we doing to keep you safe in our surgeries?

- We are offering Triage and Video calls to all of our patients
- We are booking alternative slots to prevent a build-up in the waiting areas
- We are asking you to wear a face covering (see page 2) if you attend the surgery
- We have sanitisers at clean stations for patient use
- We are able to send Fit Notes and Blood forms to patients as text messages
- We are sending all our prescriptions to your chosen pharmacy to avoid you having to come to the surgery
- We are still offering a routine vaccination programme
- We are contacting patients before they attend the surgery to ensure they are symptom free

We would just like to say a **big thank you** to patients, local schools, colleges and the many other organisations that have helped us throughout the Coronavirus crisis. From offers of PPE, cakes, equipment from sewing and knitting groups; to you, our patients, for your understanding and patience through this very challenging time. These offers have been most gratefully received by all at the practice. Thank you! Keep on staying home if you can and stay safe and stay alert



FACE COVERINGS



The government recently issued guidance to say that face coverings should be worn in some social settings. To ensure the protection of both our patients and staff we therefore request that if you are asked to attend an appointment at the surgery you bring some form of face covering with you as it may not be possible to follow the 2 metre social distancing guidance. This could be a surgical mask if you have one but a scarf would be sufficient if not.

Thank you for your cooperation with this.



<https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering>

How to wear and make a cloth face covering

Wearing a face covering

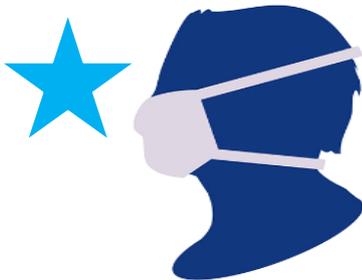
A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head.

Wash your hands or use hand sanitiser before putting it on and after taking it off and after use. Avoid touching your eyes, nose, or mouth at all times and store used face coverings in a plastic bag until you have an opportunity to wash them.

Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose. Once removed, make sure you clean any surfaces the face covering has touched.

You should wash a face covering regularly. It can go in with other laundry, using your normal detergent.

When wearing a face covering, take care to tuck away any loose ends.



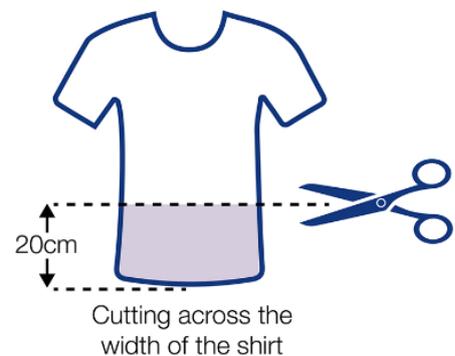
Making your own face covering

Using a T-shirt

You will need:

- an old T-shirt that you do not want anymore (ideally size small or extra small)
- scissors

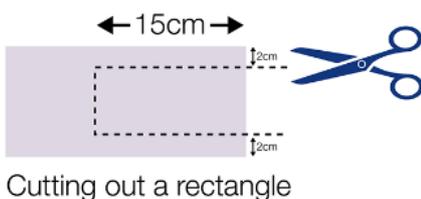
Step 1: Cut a straight line across the width of the T-shirt (front and back) approximately 20cm from the bottom of the T-shirt.



Step 4: To make the ties, cut open the edge of the 2 long strips of fabric. Unfold the main piece of fabric and place over the mouth and the nose. The 4 strips act as ties to hold the cloth face covering in place and should be tied behind the head and around the neck.

Step 2: From a point 2cm below the top right-hand corner of the fabric, make a 15cm horizontal cut through both sides of the fabric that is parallel to the top of the rectangle.

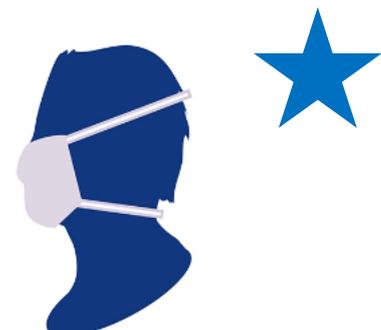
Step 3: Cut down towards the bottom of the fabric until you reach approximately 2cm above the bottom edge. From here, make another 15cm cut that runs parallel to the bottom of the fabric to make a rectangle that can be discarded.



Cutting out a rectangle



Cutting the tie strings



Tying the strings behind the head, and round the neck

How to look after your mental health during the Coronavirus outbreak

It is nearly impossible to read the news, scroll through social media, have a conversation, or engage in regular daily activities without hearing about coronavirus. Times like these can be scary and can affect our mental health. While it is important to stay informed, there are also many things we can do to support and manage our wellbeing during.

Visit <https://www.mentalhealth.org.uk/coronavirus> for lots of information and tips.

**Turning Point Nottinghamshire Mental Health Helpline
0300 555 0730 9am – 5pm Monday - Friday**



It's normal to have mixed feelings following change, loss, and Bereavement.



Try a relaxation technique - Relaxing and focusing on the present can help improve your mental health and lighten negative feelings.



Try to manage how you follow the outbreak in the media - There is extensive news coverage about the outbreak. If you find that the news is causing you huge stress, it's important to find a balance.



Try to avoid speculation and look up reputable sources on the outbreak - Rumour and speculation can fuel anxiety. Having access to good quality information about the virus can help you feel more in control.

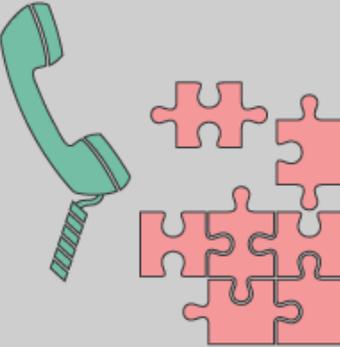
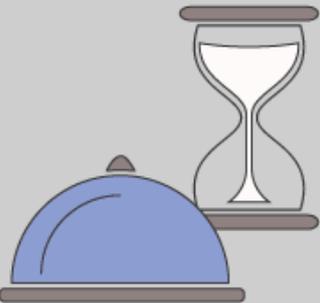
MOVE MORE

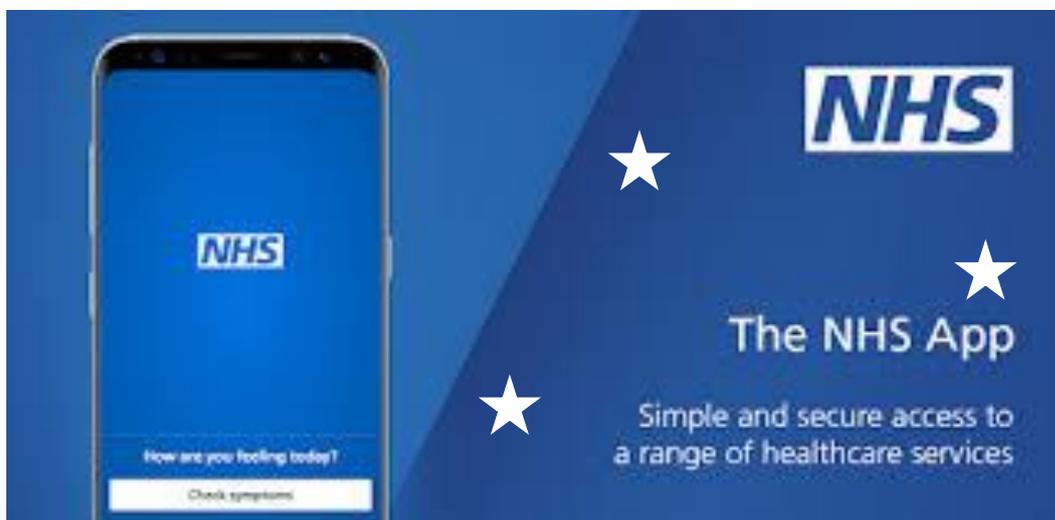


Move more every day - Being active reduces stress, increases energy levels, can make us more alert and help us sleep better.

Try to stay connected - At times of stress, we work better in company and with support. Try and keep in touch with your friends and family, by telephone, email or social media.

How to snack less while in lockdown

| | | |
|---|---|---|
|  |  |  |
| Drink more water or herbal tea | Distract yourself with a game or call a friend | Do some quick exercise; at home or outside |
|  |  |  |
| Plan to cook proper meals and take time to enjoy | Plan your shop and don't stock unhealthy foods | Know your cravings and prepare healthy snacks |



The NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet

Use the NHS App to:

- **get advice about coronavirus** – get information about coronavirus and find out what to do if you think you have it
- **order repeat prescriptions** - see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to
- **book appointments** - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments
- **check your symptoms** - search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice or medical help near you
- ★ **view your medical record** - securely access your GP medical record, to see information like your allergies and your current and past medicines
- **register your organ donation decision** - choose to donate some or all of your organs and check your registered decision
- **find out how the NHS uses your data** - choose if data from your health records is shared for research and planning

If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.

Other services in the NHS App



If your GP surgery or hospital offers other services in the NHS App, you may be able to:

- message your GP surgery, doctor or health professional online
- consult a GP or health professional through an online form and get a reply
- access health services on behalf of someone you care for
- view your hospital and other healthcare appointments
- view useful links your doctor or health professional has shared with you

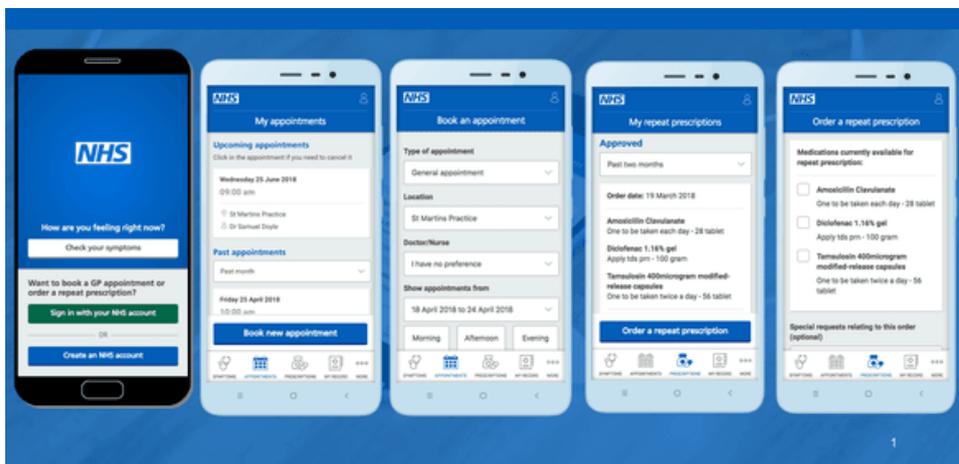
Keeping your data secure

After you download the app, you will need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery.

How to set up the NHS APP on your phone/tablet



- *Download the app from the Google Store/Apple apps: please ensure you have your emails open at the same time as you will need this later in the process.
- *Complete the questions – at some stage it will ask you for your email address, if your emails are open then it will be able to verify this, if not it will not let you go any further.
- *You will be asked for your mobile number, once entered you will receive a code via text, add this in to the box where prompted.
- *ID – it will ask you to then select ID this will need to be photo ID. Take a picture of your ID making sure you can see all 4 corners and the picture is visible.
- *Answer a couple of questions about your photo.
- *You will then need to video yourself saying 4 numbers – you will be told on the screen what numbers to say. This is to help verify your ID photo.
- *You will then be asked if you know your NHS number – press no –enter your FULL name/DOB and postcode.
- *You have now completed your part – a message will state they are now doing the checks and you will get an email in 2 hours to say if your request has been successful.



To keep up to date with Services and Information from the Surgery please visit our website: - www.larwoodhealthpartnership.co.uk



Like us on Facebook:-
Larwood Health Partnership



Or follow us on twitter:-
@LarwoodHealth

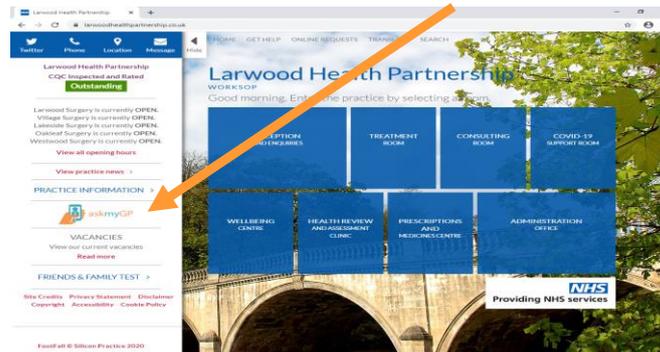


askmyGP

askmyGP is an online service available to you to deal with a range of issues from medical concerns to queries regarding your medication or test results.

What is Ask My GP and how do patients access it

Ask My GP is an online system patients can use to contact the surgery via our website



Advantages of AMG

- Available from 8am
- Never a queue online
- Fast response time
- Patients can attach photos & documents
- Practice can attach documents for example sick notes
- Can be used for any queries; not just to contact a GP including Repeat prescriptions, General questions/advice, Test Results

Useful Information

- Each patient needs to have their own e-mail address.
- Exceptions for children under 16, registered carers and those with written consent, these can all be set up as proxies to parent/carer accounts.
- Can request telephone or e-mail reply but as it is a predominantly online service **ALWAYS** check for e-mail. **Check trash /spam for replies.**
- All requests initially go through an admin team, before being actioned, some can be dealt with by admin and others will be forwarded onto a clinician.
- AMG opens at 8am and closes at 5pm (patients can reply to existing requests outside these hours, but should only expect replies from the surgery between 8am and 5pm Monday to Friday, they can only send new requests within these times).

Ordering Medications

Each year over £300m worth of medication is wasted in the UK

You can help to reduce this by only ordering the medications you actually need each month. If you have regular repeated medication we won't remove this if you don't need it every month. Your medication will be reviewed each year and your GP will only remove items if they are no longer needed.

Larwood Health Partnership do not allow pharmacies to order medication on your behalf. You can order through the **NHS App** or **SystemOnline**, by person or by using our automated scriptline.



Coronavirus Information

We are committed in providing the latest information and guidance to our community during this difficult time. We will publish daily updates via Facebook, Twitter and our website.

To see these updates please head to our [Latest News page](#).

Facebook > BCVS Bassetlaw
(<https://www.facebook.com/bcvs.bassetlaw/>)

Twitter > @bassetlawcvs
(<https://twitter.com/bassetlawcvs>)

To get coronavirus support as an extremely vulnerable person visit <https://www.gov.uk/coronavirus-extremely-vulnerable>

Why not sign up to **SystemOnline** or **MJOG** both offer you access to a wide range of our services at the touch of a button.

SystemOnline is available to anyone over 16 years old (or a parent/guardian can have access up to 14 years old)

With **SystemOnline** you can:-

- View existing appointments
- Book or cancel appointments
- View your medication
- Order medication
- Change your contact details
- View your summary record
- View coded information on your GP record

If you haven't already got a username and password, bring **photo ID** to a member of the reception team and they will organise access for you

Did you know you can cancel your appointment by text message?

Sign up to the **MJOG** service!

Simply provide us with a current mobile number, we can then text you reminders about your appointments and you can also cancel your appointment via text!

Want to receive text reminders on your mobile phone?



Sign up at your GP Practice today!