**Pinfold Medical Practice News February 2022**

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# **Happy, healthy new year**

Not everyone perceives a healthy lifestyle in exactly the same way, but most would agree that it consists of eating the right things and regularly taking part in a form of physical activity.

For recipes, exercise tips and expert resources to help you stay healthy, whatever that means to you visit.

<https://patient.info/healthy-living>

# **Covid-19 booster vaccine**

Don’t delay, get your covid booster today if your last vaccination was 12 weeks ago. Visit [www.nhs.uk](http://www.nhs.uk) or call 119.

# **New look practice website**

The practice is currently updating the website to make it easier to navigate. Visit [www.pinfoldmedicalpractice.co.uk](http://www.pinfoldmedicalpractice.co.uk) for information on practice services and staff, plus links to NHS.uk and further support.

# **Infection control within the practice**

**How we are keeping you safe in practice:**

* Staff continue to screen for Covid symptoms prior to booking and at patient check-in.
* All staff and patients are requested to wear face coverings on NHS premises
* Open windows provide ventilation in clinic rooms
* Fresh air exchange mechanisms operating in the waiting room
* High touch points are regularly cleaned with anti-bacterial wipes
* The practice cleaning schedule is available on the notice board in SUITE 1

**How you can help to stay safe in practice**

* The NHS request patients continue to wear face covering to protect vulnerable staff and patients (mask or visor)
* Cancel appointments, do not attend if you have Covid symptoms (high temperature, continuous cough, loss of taste and smell).
* Wash hands with soap and water, or use sanitiser gel, to kill germs
* Always carry tissues to catch coughs and sneezes; catch it, bin it, kill it!
* Keep a distance of 1 - 2m from others
* Get the latest advice about COVID-19, including information about symptoms, self-isolation and testing.

<https://www.nhs.uk/>

# **Community Pharmacist Consultation Service**

**Did you know your local Pharmacist Consultant prescribes for initial treatments for the following symptoms?**

Acne, spots & pimples

Allergic reaction

Ankle/Foot pain or swelling

Arm pain or swelling

Athlete’s foot

Bites/ Stings- insect or spider

Blisters

Cold or flu

Constipation

Cough

Diarrhoea

Earache, ear discharge or ear wax

Eye, red irritable

Eye, sticky or watery

Hair loss

Headache

Hip, joint or buttock pain/ swelling

Knee or lower leg pain

Lower back pain

Lower limb pain or swelling

Mouth ulcers

Rectal pain/ swelling, lump or itch

Shoulder pain

Skin, rash

Sleep difficulties

Sore throat and hoarse voice

Tiredness (fatigue)

Toe pain or swelling

Vaginal discharge

Vomiting

Wound problems (for management of dressing)

Wrist, hand or finger pain/ swelling

# **Frequently Asked Questions about Access**

**Is the practice open to the public?**

The Practice has never closed. The doors have remained open throughout the pandemic to ensure that those who do not have computer access, or are unable to use a telephone, are able to communicate with us.

**How does an on-line eConsultation work?**

After completing an on-line consultation via [www.pinfoldmedicalpractice.co.uk](http://www.pinfoldmedicalpractice.co.uk) an email notification is received by the practice. Appropriate action is taken the same day (or the next working day on weekends and after 4pm). The most common actions include same day or routine appointments and prescription processing.

This system allows easy access for all; including shift workers, patients who are hard of hearing or deaf, carers and family members looking after a loved one.

This different way of working was introduced by the practice during the start of the pandemic and has proved to be a popular way for patients to connect with their GP at a time convenient to them, day or night.

**Why can’t I book a face to face consultation with my GP on-line?**

Reception and clinicians continue to invite patients to attend on a clinical need’s basis.

Attendance levels are carefully planned and monitored to allow for some social distancing to help protect patients, especially those who are clinically vulnerable

The NHS is an essential service. Health and safety measures remain in place to protect staff and help maintain normal staffing levels throughout the on-going pandemic.

# **Practice appointment types**

Giving the receptionist a brief description of the problem helps guide patients to the right service for their condition:

Medical Emergencies

Patients presenting with medical emergency symptoms such as breathing difficulties, chest pain, stroke, sepsis etc. require an immediate clinical response from the emergency doctor on-call.

Minor Illness

Minor illness symptoms such as new onset of coughs, colds, headaches (etc.) are treated by either the Pharmacist Consultant or the Nurse Prescribers in the Practice.

Muscular-skeletal (MSK) Physiotherapist

Patients presenting with muscle or joint pain are treated by the MSK physiotherapist who provides physiotherapy treatment in the practice. They also refer for x-rays and scans as required.

GP, Nurse Prescribers and Paramedic Practitioners

On the day and pre-bookable telephone appointments are available on-line or via reception, attending appointments for examinations are available via reception.

Mental Health

The Mental Health Nurse treats acute, long-term mental health conditions and annual mental

Social Prescriber

Reception refer to the social prescriber for:

* Addiction, drugs and alcohol
* local support services such as the befriending service, mental health support, etc.
* people who need care and support
* financial support or finding employment

Alternatively you can self refer at[**https://firstcontactplus.org.uk/making-a-referral/**](https://firstcontactplus.org.uk/making-a-referral/)

**Or, call 0116 305 4286**

# **Other available services**

* Pharmacy First; over the counter medications are available from your local pharmacy
* Repeat medication on-line ordering service is available at [patientaccess.com/](https://www.patientaccess.com/)
* NHS on-line symptom checker and health advice at

[111.nhs.uk/](https://111.nhs.uk/)

* Therapy for stress, anxiety and depression is available at [nhs.uk/psychological-therapies-service/](https://www.nhs.uk/service-search/find-a-psychological-therapies-service/)
* Support for Carers of vulnerable and elderly [support-for-carers-leicestershire/](https://vasl.org.uk/services/support-for-carers-leicestershire/)

[ageuk.org.uk/](https://www.ageuk.org.uk/)

[.alzheimers.org.uk/](https://www.alzheimers.org.uk/)

* First contact plus offer social, health and financial support. Click here for more information <http://www.firstcontactplus.org.uk/about-us/>

Contact reception if you would like to be referred.

* GP and nurse telephone consultations are available on the day from 8am.

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# **Your comments and suggestions**

The practice welcomes your feedback. Please complete the Friends and Family test at: [WWW.pinfoldmedicalpractice.co.uk](http://WWW.pinfoldmedicalpractice.co.uk)

You may prefer to post your comments and suggestions for the attention of:

Duty Manager, Pinfold Medical Practice, Pinfold Gate, Loughborough, Leicester, LE111DQ. Alternatively, the practice letter box is to the left of the entrance.

Many patient suggestions have been added to our frequently asked questions (FAQ’s) on the practice web page [WWW.pinfoldmedicalpractice.co.uk](http://WWW.pinfoldmedicalpractice.co.uk)