



# March Newsletter 2021

**Firstly**, we would like to thank all of our amazing patients for being so incredibly understanding and diligent during what has been a very turbulent time. We as a surgery are working very hard to keep up to date with the constant changing rules and regulations to make Kiltearn a safe place, not only for our patients, but staff also. We are, along with the Nation hoping, with the amazing development of the Pfizer/BioNTech and Oxford AstraZeneca vaccine, a more normal and familiar future is within our grasp.

We are pleased to announce that Covid vaccinations have been a massive success so far and already Kiltearn Medical Centre have given 1<sup>st</sup> vaccinations to over 93% of our 70+ patients. This is an incredible achievement and all staff are working hard to remain on schedule. All vaccinations are taking place at The Civic Hall, Nantwich which enables us to guarantee a safe and spacious environment for all.

*Below sets out JCVI advice on priority groups for COVID-19 vaccination*

Priority group	Risk group
1	Residents in a care home for older adults Staff working in care homes for older adults
2	All those 80 years of age and over Frontline health and social care workers
3	All those 75 years of age and over
4	All those 70 years of age and over Clinically extremely vulnerable individuals (not including those under 16 years of age)
5	All those 65 years of age and over
6	Adults aged 16 to 65 years in an at-risk group (Table 3)
7	All those 60 years of age and over
8	All those 55 years of age and over
9	All those 50 years of age and over

**Again, we kindly ask, please do not contact the surgery about when your vaccination will be. We will contact you either via text, phone or post when your vaccination is due.**

## HERE IS WHAT'S HAPPENING AT KILTEARN

### New starters/changes!

#### **Admin Team**

Helen and Julia joined us in February and will work along side the admin team as Medical Receptionists. Helen previously worked for NHS 111 and Julia as a Beauty Therapist.

#### **Clinical Team**

Emma joined us in January from Drayton Medical Practice and is a Senior Health Care Support Worker. Emma's skills include, chronic disease reviews (part one), blood tests and blood pressure readings. She is currently training to do injections, stitch and clip removal and dressings.

Sadie has been with Kiltearn for over 3 years as a Medical Receptionist and in January started her Health Care training. She is now working as a HCSW, specialising in bloods, blood pressure readings, ECGs and most chronic disease reviews (part one).

#### **Coding Team**

Lorraine has been with Kiltearn for a number of years as a Health Care Assistant and has now moved onto coding. Lorraine is a massive help and asset to the team.

A warm welcome and congratulations to all.



**IMPORTANT** – We ask patients, please **DO NOT** come to the surgery unless you have a face to face appointment. The UK still remains in lockdown therefore, to ensure the safety of our staff and patients, we ask you to follow the government guidelines and stay at home.

### Services

During Covid some appointments such as ear syringing and NHS Health Checks are not available however, we are still running a number of services at Kiltearn including Cervical Screening and long term condition reviews. Please note we also have an in-house Physiotherapist, Pharmacist, Research Team and Social Worker. Contact the surgery for more information.

---

### Insurances

Again due to Covid 19 insurance requests are unfortunately delayed however, Ben is working very hard to get through the work load and your claim will be done as soon as is possible, so please bear with us. For more information about insurance claims please visit

[www.bma.org.uk/pay-and-contracts/fees/why-doctors-charge-fees/why-does-my-doctor-charge-fees](http://www.bma.org.uk/pay-and-contracts/fees/why-doctors-charge-fees/why-does-my-doctor-charge-fees)

---

### Research Team

Anyone interested in participating in a clinical study should know as much as possible about the study and feel comfortable asking the research team questions about the study, the related procedures, and any expenses. Don't forget if you consider joining a Research Trial you may withdraw from a study at any time, even if the study is not over.

The Research Team are always happy to chat to anyone who would like to know more about the Research Studies and activities at Kiltearn Medical Centre or if they wish to be considered for any of our recruiting studies.

For more information about Research at Kiltearn Medical Centre please visit the surgery website

[www.kiltearnmedicalcentre.nhs.uk/research-studies](http://www.kiltearnmedicalcentre.nhs.uk/research-studies)

**Opening hours: 8am -6.30pm, Monday-Friday**



Kiltearn  
Medical  
Centre

### **Current research studies**

*Principle Study:* If you currently feel unwell with COVID-19 symptoms OR you have had a positive test for SARS-Co-V2 infection AND are unwell, and would like to know about a clinical trial you could participate in click [www.principletrial.org](http://www.principletrial.org) or call the Trial Team 0800 138 0880

*RECAP:* this is a learning system approach to develop an early warning score for use by primary care practitioners. This is a tool used in the COVID primary care assessment centre.

*GERM Defence:* Is a useful website which was created by a team of doctors and scientists to give you advice that has been proven to reduce the spread of viruses in the home. It can help you plan how to protect yourself and members of your family from infection by COVID-19 and 'flu. It's easy to use and only takes 10 minutes - just click on this link: [www.germdefence.org/index.html?src=N81047](http://www.germdefence.org/index.html?src=N81047)

*VAC4COVID:* is an online study to track COVID-19 vaccines and provide data to support vaccine monitoring. Please register to take part in VAC4COVID before vaccination, if you can. You can still register after vaccination. We will contact you monthly (and weekly for 4 weeks after you have any COVID-19 vaccine) to ask about your health. The study will not provide your COVID-19 vaccination. Vaccines will be provided by usual health providers. [www.vac4covid.com](http://www.vac4covid.com)

*Virology Surveillance* - You may be asked to provide a nasal swab, to monitor the spread of respiratory viruses (including influenza, COVID-19, RSV) and measure the effectiveness of influenza vaccinations through the winter season.

*Serology Surveillance* – You may be asked during routine blood testing for an extra sample of blood to assess background population immunity to COVID-19.

### *Non COVID – 19 Studies*

*Herpes Zoster Study:* Have you had Shingles in the past? Are you interested in taking part in a GSK sponsored study looking at the use of a vaccine to prevent another shingles attack in the future? If you are aged 50 and over, and have had Shingles ONCE before

*Vesalius Study :* This is a study looking at the effect of Evolocumab in patients at high cardiovascular risk without prior myocardial infarction (heart attack) or stroke.

For more information about the research activities at Kiltearn you can contact the Research Nurses:

Janet Rhodes, Tracey Waller & Lorna MacDougall on 01270 376925

or email [tracey.waller@nhs.net](mailto:tracey.waller@nhs.net) [janetrhodes@nhs.net](mailto:janetrhodes@nhs.net) [lornamacdougall@nhs.net](mailto:lornamacdougall@nhs.net)



Kiltearn  
Medical  
Centre

# COMMON QUESTIONS

How can I get an appointment?

How do I order my Prescription?

Can the Pharmacy help me first?



Kiltearn  
Medical  
Centre

# HOW CAN I GET AN APPOINTMENT?

## Pre-bookable appointments

(non-urgent)

This can be done easily online at

[www.kiltearnmedicalcentre.nhs.uk](http://www.kiltearnmedicalcentre.nhs.uk) then select **contact your GP online/eConsult**.

This is not only a quick and efficient way of booking but ensures the Clinicians have all the relevant information such as pictures, blood pressure readings and weight.

### PLEASE NOTE :

**ALL CONTRACEPTIVE AND HRT REQUESTS ARE TO BE DONE VIA THIS PROCESS.**

**Age16+** must be completed by  
the patient.

(step by step guide on next page)

## On the day appointments

Our phone lines open at **8am, Monday-Friday** for on the day telephone triage and routine Nurse appointments.

As many of you are aware, the phone lines are incredibly busy so we understand the frustration that you feel trying to get through. Due to the high volume of calls, unfortunately we cannot guarantee a same day appointment to all patients. Therefore, where possible, we encourage you to use the online booking system where you can.

### Hearing difficulties?

No problem. You can either fill out the online consultation as above or contact the surgery for an appointment. We have interpreters (or you can bring your own) and clear face masks.

## 111 or 999

(urgent)

If you feel you or someone you know needs urgent attention please contact  
111 or 999.

1.



Go to [www.kiltearnmedicalcentre.nhs.uk](http://www.kiltearnmedicalcentre.nhs.uk) and click on contact your doctors online.

2.



Search or select your condition, symptom or topic.

3.



Select I want treatment and advice from my GP.

4. Follow the easy step by step questions. You do not need a log-in, password or account. Once submitted, the Reception Team will respond with next step actions within 2 working days.



Kiltearn  
Medical  
Centre

# HOW DO I ORDER MY PRESCRIPTION?

## Email

You can email all prescription requests and enquires to [repeat.prescribing@nhs.net](mailto:repeat.prescribing@nhs.net)

Please ensure your **full name, date of birth, contact number and medication/dose are included in the email.**

## Patient Access

You can order all repeat medication via Patient Access. If you haven't already got an account you will need to register for one via [www.patientaccess.com](http://www.patientaccess.com)

**Please note each patient/account will need a separate email address.**

## Drop Box

At the entrance of the building, you will see on the left hand side of the wall, Kiltearn's black drop box. Please post your prescription in there.

If you do not have a repeat slip from the pharmacy, please ensure your **full name, date of birth, contact number and medication are on your request.**

## Pharmacy

You can request that your selected Pharmacy order your medication from Kiltearn. This will need to be done directly with them.

Please allow 2 working days for your request to be actioned



Kiltearn  
Medical  
Centre

# CAN THE PHARMACY HELP ME?

Yes, in some cases, your Pharmacy can help! See below some of the common cases, symptoms and advice your local Pharmacy can help with.



If you are feeling ill or have a health worry, you can get help by speaking to your pharmacist.



Pharmacists work in pharmacies or chemist's shops. This might be the place you get your medicines from.



They can help you there and then before your illness gets worse.



They can give you advice about any minor illness or health worry.

## WHY VISIT A PHARMACIST



Speaking to your pharmacist is the quickest and easiest way to get help and advice.



You do not need to book an appointment and many pharmacies are now open for longer hours.



They can quickly tell you what you need to do to get better.



This might be to take a medicine the pharmacist can give you.



Or they might tell you to have a few day's rest.



If they think it is something more serious, they can make sure you get the help you need.



You can talk to anyone who works in your local pharmacy.





## WHAT SHOULD I ASK ABOUT?



You can ask the pharmacist about things like:

- sore throats



- coughs, colds and flu



- tummy troubles



- aches and pains



- red eyes



- problems sleeping



- infections like athlete's foot



- mouth ulcers



- problems such as:

## WHAT ELSE CAN THEY HELP WITH?



Pharmacists can also help with lots of other things like:

- giving up smoking



- drinking less



- losing weight



They can also help by telling you how to take new medicines.

### Woman only:

You can ask a pharmacist about treatments for a UTI. They can offer advice on things that can help you get better. Suggest the best painkiller to take and tell you if you need to see a GP about your symptoms. Some pharmacies offer a UTI management service and can prescribe antibiotics if they're needed  
[www.nhs.uk/conditions/urinary-tract-infections-utis](http://www.nhs.uk/conditions/urinary-tract-infections-utis)



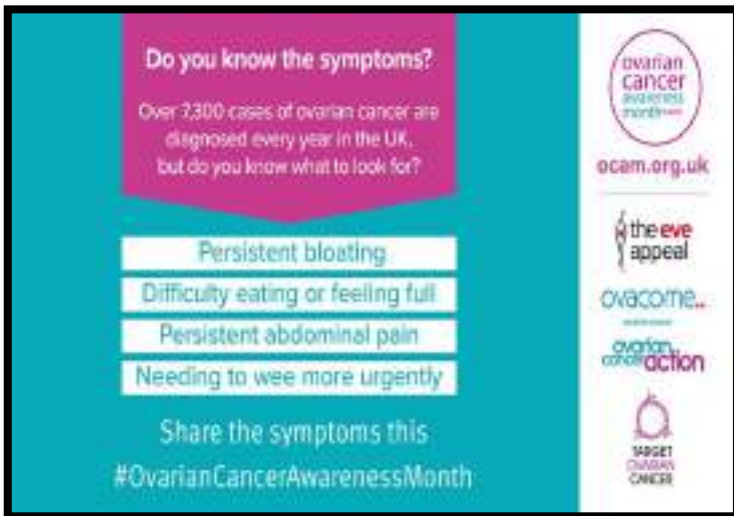
For more information and to help you find your nearest pharmacy, go to the website at:  
[www.nhs.uk/pharmacyadvice](http://www.nhs.uk/pharmacyadvice)



This leaflet is available on the website or you can order copies by emailing:  
[enquiries@phe.gov.uk](mailto:enquiries@phe.gov.uk)

# Get involved March

## Ovarian Cancer Awareness Month



**Do you know the symptoms?**

Over 7,300 cases of ovarian cancer are diagnosed every year in the UK, but do you know what to look for?

- Persistent bloating
- Difficulty eating or feeling full
- Persistent abdominal pain
- Needing to wee more urgently

Share the symptoms this  
#OvarianCancerAwarenessMonth

ovarian cancer awareness month  
ocam.org.uk

the eve appeal

ovacom

ovarian cancer action

TARGET OVARIAN CANCER

**Ovarian Cancer** is the biggest gynaecological killer of women in the UK women, with UK survival rates among the worst in Europe.

Three quarters of women are diagnosed once the cancer has already spread, making treatment more difficult.

This is why awareness is so important, to drive forward improvements in diagnosis, treatment and survival.

(Image and information from <http://ocam.org.uk/working-together-raise-awareness/>)

## Down's Syndrome Awareness Week 2021



A collage of circular photos showing diverse people, including children and adults, connected by a green network of lines. Below the collage are colorful socks and the text:

**Awareness Week 2021**  
**15-21 March**  
**#CONNECT**

There are many ways to support and fundraise for Down's Syndrome Awareness 2021 please go to there web page for more information <https://www.downs-syndrome.org.uk/about/campaigns/awareness-week-2021/>

(Image from <https://www.downs-syndrome.org.uk/about/campaigns/awareness-week-2021/>)



Kiltearn  
Medical  
Centre

## Prostate Cancer UK Awareness 2021



Take on the challenge alone or in a team. Track and share your progress using JustGivings fitness tracker, and watch your steps stack up and donations rush in.

Go to <https://prostatecanceruk.org/get-involved/march-for-men/march-the-month> to find out more!

(Image and information from <https://prostatecanceruk.org/get-involved/march-for-men/march-the-month>)

## National No Smoking Day 2021



National No Smoking Day 2021

March 10

If you want to stop smoking, you can make small changes to your lifestyle that may help you resist the temptation to light up  
<https://www.nhs.uk/live-well/quit-smoking/10-self-help-tips-to-stop-smoking/>

(Image from <https://www.awarenessdays.com/awareness-days-calendar/national-no-smoking-day-2021>  
<https://www.nhs.uk/live-well/quit-smoking/>)



Kiltearn  
Medical  
Centre

Follow us for all the latest updates and information. We are on Facebook and Instagram



For all other non urgent enquires please email:

[kiltearn.reception@nhs.net](mailto:kiltearn.reception@nhs.net)

For anything else please contact:

01270 610200 or visit

[www.kiltearnmedicalcentre.nhs.uk](http://www.kiltearnmedicalcentre.nhs.uk)