

# Patient News

## Hattersley Group Practice



*a positive difference, every time*

MARCH 2022

## Introducing **Jayne Britton,** operations manager

The past seven months have flown by since I became the operations manager at Hattersley Group Practice. There is a great team ethos at the practice and everyone is passionate about delivering high-quality patient care.

My priority has been to invest in and expand our clinical team and so I'm pleased that Dr Andrew Curphey GP (male) has joined the team. He is delighted to be part of the team and is looking forward to developing relationships with his patients.

We are working closely with our neighbouring GP practices to deliver the COVID-19 vaccination programme and offer a range of appointments with medical professionals such as physiotherapists, paramedics and pharmacists.

We are trying our best to answer your calls as quickly and effectively as possible. To help free-up our telephone lines, you are encouraged to

use the NHS app to order repeat prescriptions, view your NHS number and access advice on hundreds of conditions and treatments.

If you need support in accessing online health services, the Digital Wellbeing Project can help. The project helps those who are digitally excluded by providing equipment and/or digital skills training. For further information or to access the project, please contact the practice champions via [hattersleyhealthchampions@gmail.com](mailto:hattersleyhealthchampions@gmail.com).

All the staff at Hattersley Group Practice would like to thank you for your continued support and patience throughout the pandemic. We are looking forward to continuing to provide you with high-quality care.

Best wishes,  
**Jayne Britton**

Booking an  
appointment

02

The role of an  
advanced clinical  
practitioner within  
the practice

03

Download the  
NHS app

05

# The practice



## Visiting the practice

While all remaining legal COVID restrictions in England have now been removed for the general population, please be aware certain restrictions remain in place across healthcare. To help keep our patients and staff safe and to adhere to government guidance, please:

- do not enter the practice if you have a cough, temperature, loss or change of smell/taste;
- do not enter the practice if you have tested positive for COVID-19 or are waiting for a PCR test result;
- keep a distance of two metres, where possible.

Further information is available [here](#).



## Booking an appointment

To prevent the spread of COVID-19 the practice has made changes to make sure it's safe for you.

When you phone the practice or go online to arrange an appointment, you will be asked to provide some information about your healthcare needs. This will help our receptionists to signpost you to the most appropriate clinician who are experts in their own field.

Depending on your healthcare needs, you will be offered one of the following appointments:

- video consultation;
- telephone consultation;
- face-to-face appointment.

Where patients need to be seen face-to-face by a healthcare professional, this will be arranged. Remote consultations will never replace face-to-face appointments. Please be aware, the number of people who can attend an appointment is limited to the patient, and if needed, the carer.

Many appointments are available to be booked on-the-day, however, we do reserve a limited number for appointments that can be booked in advance or for follow-up appointments.

Thank you for your patience. Your GP and practice team are available and are working hard to support you and your family's health and care needs.



## Zero tolerance

Your GP practice team is here to help you. Thank you for treating us with respect. [#HelpUsHelpYou](#)

Please click [here](#) to view the zero tolerance poster.

# Face coverings



## Face coverings remain a requirement in healthcare settings.

Please wear a face covering at all times unless you are advised otherwise or exempt. This will help reduce the risk of infection from COVID-19 and help keep you, our staff and other patients safe.

Please click [here](#) to view the face coverings poster.

# Book your COVID-19 booster vaccine

A COVID-19 booster vaccine helps improve the protection you have from your first two doses of the vaccine. It helps your long-term protection against getting seriously ill from COVID-19.

You can now book your COVID-19 booster providing you had your second dose of the COVID-19 vaccine at least three months ago.

The eligibility criteria is available [here](#).

You can:

- **book an appointment online** or by calling 119;
- go to a **local walk-in COVID-19 vaccination site** without an appointment.

A third dose and booster (fourth dose) of the COVID-19 vaccine is being offered to people aged 12 and over who had a severely weakened immune system when they had their first two doses. Further information is available [here](#).

# Is it a cold or is it COVID-19?



There are a lot of respiratory viruses circulating at the moment. Many of the symptoms of COVID-19 are now the same as a regular cold, especially for people who have received two doses and a booster of the vaccine, making it hard to tell the difference. Therefore, it is important to get tested for COVID-19 as soon as possible if you have any of the following symptoms, even if mild:

- a high temperature;
- a new, continuous cough;
- a loss or change to your sense of smell or taste.

For further information or to book a PCR test, please click [here](#).

# The role of an **advanced clinical practitioner** within the practice



**Katie Schofield, a *gtd healthcare* advanced clinical practitioner and primary care matron, explains how her role creates a positive impact within a GP practice.**

“The role of an advanced clinical practitioner is fairly new within GP practices and has developed due to the increasing demand on services,” she said.

“I see patients whose symptoms are worsening or changing quickly. This involves assessing patients, diagnosing their condition, providing treatment, and then following-up with those who require additional support to ensure the treatment and care recommended within their consultation is effective. By doing so, this enables the practice to have more appointments available with other clinicians such as GPs.

“Also, key to my role is to help improve processes and systems within the practice so that patients can access better, more efficient and timely services”.

For further information regarding the role of an advanced clinical practitioner, please speak to the practice team.



## Help from your local pharmacy team

Your local community pharmacist and their team can help and support with minor illnesses. As dedicated, qualified health professionals, and experts in medicines, they can offer clinical advice, consultations and over the counter medicines to help safely manage a wide range of minor health concerns. Many pharmacies also offer a range of new NHS clinical services including blood pressure testing.

# Download the NHS app

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 COVID-19;
- order repeat prescriptions;
- book appointments;
- check your COVID-19 status;
- check your symptoms;
- view your medical record;
- register your organ donation decision;
- find out how the NHS uses your data.

The NHS app is available on iOS and Android. You must be aged 13 and over and registered with a GP practice in England.

You can sign-up without having to visit the practice for a code and verification as this is all done via the app.



Secure access  
24 hours a day.

Access a range of  
NHS services  
anytime,  
anywhere.

# Shingles vaccination



A vaccination to prevent shingles, a common, painful skin infection, is available to those aged 70 to 79. Unlike the flu jab, you will only need to have the vaccination once and is available throughout the year.

Shingles can be very uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. Shingles is fatal for about 1 in 1,000 people aged over-70. You can find out more via the NHS app or [website](#), to book your appointment, please contact the practice.

# Cervical screening



## Screening can help stop cancer before it starts.

Cervical cancer is one of the most preventable cancers, yet in England two women die every day from it. So don't ignore your cervical screening invite and if you missed your last one, book an appointment with your GP practice.

For further information regarding cervical screening, please click [here](#).

If you, or a loved one have been affected by cervical cancer or cervical cell changes (abnormal cells), Jo's Cervical Cancer Trust offers online and face-to-face support as well as opportunities to talk to and meet others in a similar situation. Further information is available [here](#).



## Contact details

It is important that your contact details and/or carer details are up-to-date on our systems. If you have changed your contact number, email or address, please call or email the practice to update your details.



## Have your say

Your feedback is extremely valuable and is used to try and continuously improve services across all the areas we operate. Therefore, we want to ensure you have an opportunity to provide feedback on the services we provide.

Have your say in a number of ways, including taking part in a consultation, attending a patient participation group meeting or commenting via email. If you are interested in getting involved, please share your details with reception staff.

Further information on how you can provide feedback is available in the [Comments, compliments and complaints leaflet](#).

## Get in touch

If you would like to discuss any of the information within this newsletter further, please speak to the practice team via [hattersley.grouppractice@nhs.net](mailto:hattersley.grouppractice@nhs.net).

To request this information in an alternative format or language, please email [gtd.governance@nhs.net](mailto:gtd.governance@nhs.net).