

THE FRIENDS OF STAPLEHURST HEALTH CENTRE

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Sponsored by Staplehurst Community Events Group

Long COVID - Some helpful information

You may have heard of the term Long COVID but not know what it means. It is a term that is used when the signs and symptoms last longer than 4 weeks after getting COVID-19. Your whole body can be affected with symptoms which can last for as long as 12 weeks. You could be experiencing breathlessness, fatigue, an ongoing cough, memory and concentration loss since you have had COVID-19.

Less common symptoms can include insomnia, dizziness, pins and needles, joint pain, chest pain, depression, earache, sickness and diarrhoea, high temperature, cough, headaches, sore throat and rashes.

If you are experiencing lots of different symptoms you should first contact your GP who will try to find out if there are any other causes for your symptoms.

www.yourcovidrecovery.nhs.uk is the name of an on line programme launched by the NHS designed to support your physical and emotional recovery from ongoing COVID-19 symptoms. You will find that it contains a wide range of information and advice.

During recovery dial 999

- If you become breathless
- If you are coughing up blood
- If you are having severe chest pains

When will I get back to normal?

The recovery time is different for everyone; you could make a full recovery in 12 weeks or your symptoms could last a lot longer but the length of time does not seem to be related to how seriously you were affected by the COVID-19 infection.

The above information is from the British Lung Foundation.

Patient Access for ordering repeat prescriptions, and contacting the Health Centre

The introduction of the EMIS computer system at the Health Centre has now been completed and if you have been used to ordering your repeat prescriptions on line you will have found it necessary to change the arrangements which you have been using. You will now have to register with a different service provider. To start with you have to send an E mail to the practice (gp.g86281@nhs.net) requesting access to online services. You should include your full name, date of birth, address, telephone number and mobile phone number and confirm the email address you wish to use.

The Health Centre will respond with three pieces of information, a linkage key, an ODS code and an Account ID. If there is more than one member of your household requiring access each adult should make a separate access request from a separate E-mail address, unless each adult is able to give consent that the first applicant can access to their prescriptions, notes, appointment details etc.

Children are added to the parents on-line access under a proxy agreement.

A separate access will need to be arranged for children over the age of 14 to 16 years or written consent given for a parent to continue to have access to medical records.

The three pieces of information are used to create an account with a service provider; one of which seems to be popular is Patient Access which can be contacted on the website <https://www.patientaccess.com>. Once you have contacted the provider, complete the on line services account application using the three pieces of information. You will be asked to provide a password, a memorable word and a hint related to the memorable word in case you forget it!

Once you have registered you nominate which pharmacy you wish to have your prescriptions sent to and you can start ordering your repeat prescriptions on line. When doing so you will need to provide your name and password and certain selected and requested letters from your memorable word.

HEALTH CENTRE CLOSURES FOR TRAINING

The Health Centre will be closed for professional development training from 1pm on the following dates in 2021:- 12 May 10 June 13 July

If you need to contact a doctor urgently on these afternoons phone 111.

BUMP, BIRTH AND BEYOND

is the new NHS website launched in Kent and Medway to help expectant parents make informed choices about their maternity care. It brings together information about local maternity services to make it easier for women to find out about ante-natal care, post-natal care and options for giving birth. For the first time, information about maternity services in Kent and Medway is available in one place which will be invaluable to guide local families through the joys and challenges of pregnancy, birth and the early days of parenting.

The website is packed full of friendly, accessible information and advice, including what to expect during the different stages of pregnancy, choosing your birth setting, preparing for the birth and being a birth partner. An interactive map provides details of the different birth facilities available and how to contact your local health visiting team or childrens' centre. In addition there are video tours of birth settings to give you an insight into what is on offer.

Complaints and comments on social media are futile

Comments and complaints on social media carry no weight but can offend and annoy those who are the subject of the comments, and are doing their best to provide a service in difficult circumstances. The practice has lost reception staff and clinicians who have been unwilling to accept patients' rudeness and obnoxious behaviour and have taken jobs elsewhere. Experienced GPs seeking permanent appointments are few as locum positions are lucrative and provide sufficient income whilst working part-time without the responsibility of partnership or directorship.

Patients who believe they have cause for complaint about the service or treatment they receive should contact the Practice Manager by letter or seek an appointment for a meeting to discuss any issues that they have.

WHO'S WHO IN THE CLINICAL TEAM

The team is led by GP **Dr. Robert Rumfeld** who has been at Staplehurst for 8 years and is well known to many patients. His special interest is in rheumatology and osteoarthritis and he carries out minor operations and joint injections. Advanced Nurse Practitioner **Sarah Westrap** does most things that a GP would do and her special interests are Womens' Health, Diabetes and Respiratory problems. There are two Practice Nurses, **Sister Alison Edwards** - Diabetes, Wound Care, Dressings, Contraception and Cervical Smear tests, ECGs and INR anti-coagulation checks and **Mr Kevin Hastie** whose special interests include asthma and respiratory problems, also Wound Care, Dressings, Contraception, ECGs and INR anti-coagulation checks. There are two Health Care Assistants, **Tracey King** and **Ella Spilling**. They are both responsible for New Patient Health Checks and NHS Health Checks, Blood Pressure Checks, blood tests and ECGs and some INR checks. Ella is in the 2nd year of her training to become a Nurse Associate.

The seventh member of the team is the Paramedic Practitioner **Chris Joyce** who does patient triaging, medication reviews and acute care. Chris is adapting to GP practice work and also works at the Minor Injuries Unit at Faversham.

The team is supplemented as and when necessary by locum general practitioners.

WHAT IS eCONSULT?

You can now contact your doctors by e-mail to get advice and help for your problem. Go on to the practice website www.mhstaplehurst.co.uk

Get advice about specific conditions like back pain, cough, mental health concerns and much more.

Get advice about general symptoms like tiredness, pain and weakness.

Get help for common childhood problems like rash, earache, cold, flu, vomiting and diarrhoea.

Request sick notes and GP letters or ask about recent test results.

You can search the website by condition, symptom or topic.

How does the service work?

1. Complete and send a simple on line form about your problem or request.
2. Your GP will decide on the best treatment for you.
3. The practice will respond with advice, a prescription or an appointment.

A message from our sponsors, Staplehurst Community Events Group

We are making tentative plans for events this year and we will be following Government guidelines. Whilst events are subject to change/cancellation at any time we hope that our first event, Picnic on the Park, can go ahead on 1st August when people can bring their chairs/blankets and a picnic to Surrenden Field and sit and enjoy some live music, and more. We have also planned a 5k/10k run in September, the Stay Safe Staplehurst Exhibition in October, a Christmas Fair in November and Santa's Sleigh in December along with the Christmas lights on the Parade.

You will appreciate that all of these events take careful planning and help on the day, so if anyone would like to come forward and put their name on our 'Helpers' list then that would be great. You do not have to commit yourself to helping at all our events but if you can offer help for a few hours, half a day, all day or whatever time you have spare, then that would be great. Please contact us by E-mail at staplehursteventsgroup@gmail.com or our Facebook page.

We have also decided to change our current Group logo to show that it is not just about the fete but includes many other events for our community. We are at the design stage at the moment but you will see our new logo around very soon. We are looking forward to bringing you events and bringing our community together again.

THIS NEWSLETTER IS PUBLISHED BY THE FRIENDS OF STAPLEHURST HEALTH CENTRE. Chairman: Mr. Rory Silkin, Secretary & Treasurer: Mr. Robin Oakley (Tel 01580 891516) Trustees: Mrs. Suzanne Douglas, Sister Alison Edwards, Mr. Lester Gosbee and Mr. Robin Kenworthy.

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