

ST ANDREW'S MEDICAL PRACTICE NEWSLETTER – OCT 2022

ENHANCED ACCESS

Our existing out of hours care will be replaced by Enhanced Access on the 1st of October 2022. There will be primary care coverage across our Primary Care Network between 8am-8pm, Monday - Friday and on Saturdays, 9am-5pm.

You may book appointments by calling Reception. Please note the appointments at these new Enhanced times (6pm-8 pm, Monday to Friday and on Saturdays, 9am-5pm) will be at one of four practices within the PCN including St Andrew's. You will be advised of the location at the time you book your appointment. Your future appointments can be viewed on the NHS App, Airmid App and online via our website.

As you may not be consulted by St Andrew's practice staff, you must consent, at the time of booking the appointment, to your health records being viewed by staff at the appointment location.

Sundays and Bank Holidays will now be covered by **111** service where patients will be directed to an appropriate service.

Anything life threatening, please contact **999**.

For more information go to <https://bit.ly/enhancedaccess>

A pdf version of the form below can be downloaded from our website.



<p>NHS</p> <p>Know which NHS service to use in County Durham</p> <p>Minor illness or injury</p> <p>Emergency care</p>	<p>Pharmacy:</p> <p>Advice and treatment for a range of minor illnesses including:</p> <ul style="list-style-type: none"> Aches and pains Sore throat Coughs, colds and flu Earache Cystitis Skin rashes Teething Red eye Diarhoea 	<p>Search 'pharmacy' at: www.nhs.uk to find a local pharmacy and opening hours.</p>	<p>No need for an appointment and you can talk in confidence - just walk in.</p>
	<p>NHS 111:</p> <p>NHS 111 online can help if you have an urgent medical problem and not sure what to do. They can support to get the right service for you, including access to pharmacy services, emergency dental care, mental health support, urgent treatment centres and emergency services.</p>	<p>Open 24 hours a day, 7 days a week.</p>	<p>Get help online at www.nhs.uk or phone NHS 111. www.kooth.com - mental health support service for 11-18 years. www.qwell.io - mental wellbeing community for adults.</p>
	<p>GP Practice:</p> <p>GP practice appointments - for illnesses or health issues that aren't going away and acute conditions that may have fast developing symptoms requiring medical care. GPs monitor long term health conditions, can provide minor surgery and medication prescription, contraception, immunisations, referrals to other services and support if you are struggling with your mental health and wellbeing.</p>	<p>8am - 6pm, Mon - Fri, with reduced services until 8pm and Saturdays</p>	<p>Urgent appointment via GP practice, or contact NHS 111 - no walk-in available.</p>
	<p>GP Hubs:</p> <p>Same day appointments are available at hubs in Peterlee, Newton Aycliffe, Bishop Auckland and Durham. If you need to be seen today by a GP or nurse and you have a same day / urgent need, NHS 111 may book you into one of these services close to where you live.</p>	<p>Open between 12-8pm Mon - Fri and 8am - 8pm at weekends; hours vary across sites</p>	<p>Appointments available 365 days a year. by referral from NHS 111 or your GP. Walk-in is for injuries only</p>
	<p>Urgent Treatment Centres: (UTCs)</p> <p>For injury or illness requiring urgent attention but not life threatening. UTCs can provide emergency contraception and treat conditions such as:</p> <ul style="list-style-type: none"> Sprains Simple fractures Simple wounds Minor burns Minor head injuries Skin and eye problems Minor illnesses, like sore throats and earaches 	<p>Peterlee: 8am - midnight Mon-Fri, Durham: 6pm-8am Mon-Fri, both open 24/7 at weekends, Shotley Bridge and Bishop Auckland - both open 24/7.</p>	<p>For emergency care, call 999, or go to your nearest Emergency Department. GP referrals and 111, via ambulance or walk in. For mental health support visit: www.teww.nhs.uk/services/crisis-advice</p>
	<p>Emergency Department: (for life threatening injuries or illness only)</p> <p>You should only go to the Emergency Department if you or someone else has a life-threatening emergency, such as:</p> <ul style="list-style-type: none"> Loss of consciousness Stroke Sepsis Acute confused state and fits that are not stopping Chest pain or breathing difficulties Severe bleeding that cannot be stopped Severe allergic reactions, burns or scalds Major trauma, like a road traffic accident <p>Urgent mental health support - 24/7 for all ages: Call 0800 0516171</p>	<p>Open 24/7, 365 days a year. If in doubt, contact NHS 111 online www.nhs.uk for advice in the first instance. They will be able to assess what level of care you need, including emergency care.</p>	



COVID

The autumn booster rollout has begun with England's care home residents, staff and people who are housebound first in line to receive their top up ahead of winter.

They are among the first in the world to receive the new, variant-tackling jabs as the NHS Covid-19 vaccination programme moves to the next phase.

The NHS will contact people by letter or text when it is their turn to book for the vaccine – you do not need to contact the NHS or St Andrew's. St Andrew's will also contact patients as they become eligible.



Those aged 75 and over, people with a weakened immune system and frontline health and care workers can book an appointment online or by calling 119 free of charge. The appointment dates you'll be offered will start from three months (91 days) after your previous dose.

Other eligible people including those aged 50 to 74 or pregnant women will be invited to book later in the autumn.

Eligible individuals may be offered the flu and Covid jab at the same time subject to supply, with the doses approved to be co-administered. However, the purpose of these clinics is Covid vaccinations and if the flu vaccine is not available, another appointment for the flu vaccination will need to be made.

For COVID-19 you will either get a text or call from your local GP service or an invitation from the National Booking Service, which will allow you to choose a convenient centre for you to attend.

We will update our website and Facebook page, as other groups become eligible.



For more information, search the web at <https://bit.ly/autumnCovid>

Changes to the way health and care services are planned and delivered

Over recent years, the way health and care services are planned and delivered has been changing to better meet our health and care needs. On 1 July 2022, the new ways of working were formally established with the creation of 42 statutory integrated care systems.

Integrated care systems are local partnerships made up of all the public services that provide health and care in your local area - the NHS, GPs, local councils and the community, voluntary and social enterprise sector.

Each includes an integrated care board and an integrated care partnership. Together they plan how best to deliver these services to meet the needs of local people. Clinical commissioning groups (CCGs) will be closed down and their relevant legal functions will transfer to integrated care boards.

These new ways of working will help deliver important priorities including addressing the COVID backlogs, improving access to primary and urgent care and tackling health inequalities. You can find out more by visiting the integrated care section of NHS England's website

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

Influenza

Seasonal flu vaccination remains an important public health intervention and a key priority for 2022/23 to reduce morbidity, mortality and hospitalisation associated with flu at a time when the NHS and social care will be managing winter pressures, potentially including further outbreaks of COVID-19.

In 2022/23, the NHS flu vaccination programme will be offered to patient groups eligible in line with pre-pandemic recommendations. For more details go to <https://bit.ly/flu-eligibility>



For flu, you will be invited by St Andrew's at a future date. We will also keep our website and Facebook pages up to date as other groups become eligible.