

HEALTHIER SOUTH WIRRAL

August 2021 Newsletter



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Vaccinations

THANK YOU to all staff members who continue to assist at The Oval Leisure Centre, our Vaccination Centre, delivering first and second doses every week.

THANK YOU to all of our patients who have shared kind comments, letters and feedback forms to the staff at our surgeries over the previous few months.

THANK YOU!

19,150 Pfizer vaccines and 17,574 AstraZeneca vaccines have been administered at The Oval since we started vaccinating in December 2020. More vaccines have also been administered at Practice.

This is an incredible achievement for our surgeries. Everyone has worked very hard to keep the vaccination programme up and running smoothly.

We have further PFIZER clinics running in August so please attend one of the following clinic times at The Oval Leisure Centre, Bebington, CH63 7LF, to ensure you receive your second dose of PFIZER vaccine.

Please be advised, currently, you cannot be vaccinated earlier than 8 weeks since your first dose of the COVID-19 vaccine.

04/08/2021	Wednesday	5pm-8pm
11/08/2021	Wednesday	5pm-8pm
14/08/2021	Saturday	8:30am-12:30pm
18/08/2021	Wednesday	5pm-8pm
21/08/2021	Saturday	8:30am - 12:30pm
25/08/2021	Wednesday	5pm-8pm
26/08/2021	Thursday	5pm-8pm

If you require your second dose of AstraZeneca, contact your Surgery or please email wiccg.hswenquiries@nhs.net



Practice Updates

Face Coverings



Although after the 19th July the wearing of face masks will not be mandatory in many places, you will still be required to wear a face covering in all NHS settings. Please remember to wear your face covering when you come to see us either at the surgery or at a vaccine clinic, unless you have a genuine exemption because of a health condition. This is to keep our staff safe as well as you. If you forget to bring a mask, one will be provided for you..

More information is available on the NHS website:
<https://www.england.nhs.uk/2021/07/nhs-patients-staff-and-visitors-must-continue-to-wear-face-coverings-in-healthcare-settings/>

National Data Sharing Upload

You may have seen news articles recently regarding NHS Digital's plans to share your records with third parties. We understand this may raise some concerns, so we wanted to provide you with as much information as possible on our website, on the page 'NHS Digital Data Collection Policy'. This page also

provides links to further information from the GOV.UK website and NHS Digital.

There is now no go live date for September as previously stated.

Appointments

Telephone and face to face consultations are available at your Practice. Face to face consultations will be offered should this be safe and appropriate for your problem.

For urgent appointments (on the same day), our reception team will need to ask you some information to help prioritise your care. For some urgent problems, or appointments such as bloodtests, we are working with our Partners within the PCN (Primary Care Network) and you may be assessed by a clinician in this team.

Please consider self-care in the first instance for minor issues such as a sore throat or sickness, your pharmacy will provide care for minor ailments. If you still feel unwell or your symptoms have gotten worse, please contact your Surgery.

You can also contact a clinician via **eConsult** from the Home page of our website, Monday-Friday from 8am-8pm, and you will receive a response to your problem within 2 working days. eConsult is not monitored over the weekend please contact 111 if you require immediate advice.

In an emergency, please ring 111 or 999.

Vaccination Status

Proof of Vaccination Status - NHS COVID Pass Letter

You can now request NHS COVID Pass letters online.

You can request yours on the NHS.UK website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/covid-pass/get-your-covid-pass-letter/>

This service provides you with a letter showing your coronavirus (COVID-19) vaccination status. You can use this letter if you're travelling abroad, or going to an event, and need proof you have had your COVID-19 vaccination. You can request information in the following formats:

- Translated versions
- Easy read
- Braille and large print
- Audio format
- British Sign Language (BSL)

We are unable to issue this certificate at the Practice.

You can call 119 to get a letter sent to you if you cannot get a letter online.

NHS App

Vaccination details will also be available on the NHS App.

Download the NHS App on the App Store, more information is available on page 12 of this newsletter.

I have a query, who can I contact?

If you have any queries about the vaccination process please email wiccg.hswenquiries@nhs.net and a member of our team will get back to you. Your surgery is also here to answer any questions you may have if you are unsure about anything. You can also visit the GOV.UK website for frequent updates and advice.

Is the COVID-19 vaccine available to me, I'm pregnant?

The COVID-19 vaccine is available to all pregnant women after their first 12 weeks of pregnancy.

If you are pregnant and would like to discuss whether to have the vaccine, please arrange a telephone consultation with one of our GPs.



Looking After You

Your Wellbeing

The COVID-19 pandemic has impacted those around us and extra support may be needed now restrictions have lifted. We are here to help and to provide you with the support you need. If you have any worries or would like to discuss anything at all with a medical professional, please speak to someone at your surgery who can arrange this for you.

A consultation with Rachael Kinnear, our Mental Health Wellbeing Practitioner can be arranged.



You can contact a medical professional Monday-Friday online by submitting an eConsult through your Practice website. eConsult is a simple online form that allows you to get advice and treatment by the end of the next working day. Our eConsult service is not monitored over the weekend.

Visit the following webpages that offer advice and support.



Mental Health.org-

<https://www.mentalhealth.org.uk/>

Every Mind Matters-

<https://www.nhs.uk/every-mind-matters/>

NHS.UK- <https://www.nhs.uk/mental-health/nhs-voluntary-charity-services/find-local-mental-health-services/>

Project5- Free Wellbeing Support Service for Health/Care Workers:
<https://www.project5.org/>

Veterans Support-

<https://www.veteransgateway.org.uk/>

Our NHS People has a confidential bereavement support line, operated by Hospice UK. A team of fully qualified and trained bereavement specialists are available to support you with bereavement and wellbeing issues relating to loss experienced through your work.

Tel: 0300 131 7000

Text: 'frontline' to 85258

Twitter: @people_us

New Services

Cheshire and Merseyside Resilience Hub

Cheshire and Merseyside Resilience Hub

The Resilience Hub enables individuals to access the right support, information and confidential psychological interventions they need through the COVID-19 pandemic and after.

The Hub explains on their website:

‘We want to help people feel skilled and supported enough to enjoy their work and home lives again after what has been a devastating year for many of us. People may feel they need support for themselves as individuals or support for their teams.’

Visit their website to find out more:

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

Sense

Throughout lockdown, Sense has continued to match Virtual Buddy volunteers with people who have complex disabilities, including deafblindness based on shared hobbies and interests. The focus is on growing a friendship with each other and to combat loneliness. The sessions they share create a fun way to get to know new people.

If you would like the opportunity to meet new people and could spare around an hour a week to become a Virtual Buddy, contact Sense at buddying@sense.org.uk. Full training will be provided.

Learn more on their website:

<https://www.lcvs.org.uk/virtual-buddying-makes-sense-to-beat-loneliness/>

Wirral's New Community 'Crisis Café' – Compañeros *Spider Project*

The COVID-19 Pandemic has impacted many people's lives, and restrictions have impacted livelihoods and the health and mental wellbeing of those around us.

This 'Crisis Café' allows a safe space for people to talk openly in a calming environment. They are currently expecting to have the building open for individuals to receive support by September 2021!

Further information is going to be shared very soon! Updates will be available on Health Watch Wirral's website:

<https://healthwatchwirral.co.uk/wirral-new-community-crisis-cafe-companeros/>

Our Health Coaches

Healthier South Wirral Health Coaches

It's been 9 months since we integrated the Health Coaches into our Primary Care Network (PCN). We wanted to provide you an update with how they are getting on, what the feedback from staff and patients has been, and reinforcing the role of the Health Coach as they've moulded to each Practice's needs.

- In June alone the team completed **200+** appointments in Healthier South Wirral

Behind the Scenes

- Training for health coaches in house around emotional eating, working with specific conditions, dietary interventions for obesity.
- Training for apprentices to upskill them to a point they are starting to see patients.
- Shadowing of numerous roles including Trainee Nurses/ GPs and all the additional roles.
- Completed 2 workshops across Wirral about "improving our conversations" around health checks and day to day appointments.
- Above course highlighted a want for further training also around the "lifestyle conversation".
- We are having numerous conversations UK wide about how we

have established the role within practice and our plans moving forward.

You can read more about our Health Coach's achievements and read the case study online on our website

<https://healthiersouthwirralpcn.co.uk/>



Scott, Daisy and Georgia

Our Inclusion Team

Healthier South Wirral Inclusion Team

The Inclusion Team, Sue, Amy and Lucy, ensure our patients with learning disabilities, autism and also their carers, access the right treatments and are provided with the best care most suitable for them.

Our Inclusion Team has been particularly admirable during the COVID-19 Vaccination Programme this year, organising specialised clinics for their patients to keep them comfortable and safe whilst they received their vaccinations.

The Inclusion Team are busy working on posters for our surgery rooms with Makaton symbols to aid communication. They will also be giving training in Makaton with regard to medical terms.

Each practice has been provided with information Learning Disabilities, easy reads, communication tips and common conditions.

Nursing Times Awards Finalists 2021!

Our Inclusion Team has been shortlisted as a finalist for the Nursing Times Award 2021!

"We are very excited that a team in its infancy has achieved so much in 9 months. As a PCN we managed to surpass the predicted 65% of annual health checks and completed 86.1 %, a

phenomenal effort by our team and our fellow Nurses. To be shortlisted for this prestigious award is wonderful, we will be taking our drive and passion to London and show them what we are made of "Up North". We have many plans for the future of the team and supported by Rachel Stott we will fulfil them. Thanks to everyone for your support." – Sue, the Inclusion Team Care Coordinator



This is an incredible achievement and we are very proud of our admirable Inclusion Team at Healthier South Wirral for being a finalist.

The results will be announced in October 2021.

Well done!

**Nursing
Times
Awards
2021**

Nursing Awards 2021

Nurse Helen Hurst is a finalist for the Nursing Awards 2021!



We spoke to Nurse Helen about her achievement:

"Since the end of the project, we have carried on identifying our Military Veterans, any new ones registering get invited in for an emotional health check and I give them the leaflet that we produced. New NHS services have been added to the our Military Veteran EMIS template and I'm putting a file together for reference for all services available, so that the GP's know who to refer to.

With Karen and Sonia Holdsworth from One Wirral we are looking at social isolation in our Military Veterans, we have linked in with Project Frontline Support CIC and spoken with Andrew Hawkins and Aaron from the online charity, who are both Veterans. We would like to create a Veterans Hub on Wirral with Services in one place for all to access! In its planning stages at the moment. I have tagged HSW on their Facebook page!

A couple of our student Nurses have done a spoke placement with Richard Hodgins who

works for Walking with the Wounded at the NHS High Intensity Service that is part of Op Courage. I have also linked in with Simon Lock at WWTW and shared some top tips on registering with the RCGP Veteran Friendly Accreditation and getting other Practices on board."

Why did you apply for the RCN Award?

"Why I applied for the RCN Award was to raise awareness of Military Veterans and make sure they are coded as such at our GP Practices and give back to a Community that Serves to protect us as a Nation."

The final result will be announced in October 2021.



Well done Helen!



NURSING AWARDS

Brought to you by RCNi
in partnership with



Patient Participation Group

Our Patient Participation Groups (PPG)

Are you, or anyone you know interested in joining a Healthier South Wirral PPG? The PPG provide valuable insight into how our services are working for you as a patient.

What is a PPG?

Having a PPG is important so we can understand how to improve our services and understand how patients perceive our surgery and staff experiences.

To help us with this, we are setting up a HSW virtual patient representation group so that patients can have their say. We will ask the members of this representative group some questions from time to time, such as what they think about our opening times or the quality of the care or service they have received.

We are looking to gather a broad spectrum of patients if possible. Such as: young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

You must be a patient at one of the Healthier South Wirral surgeries:

- Sunlight Group Practice
- The Orchard Surgery
- Eastham Group Practice
- The Allport Surgery
- Civic Medical Centre
- Spital Surgery

When will the PPG meet?

The PPG at our surgeries meet once every month to discuss particular, relevant topics.

How do I get involved?

If you would like to join our Patient Participation Group, or would like to learn more please email healthier.southwirral@nhs.net and a member of our team will get back to you.

*Spread the word
about HSW PPG!*

Get Involved!

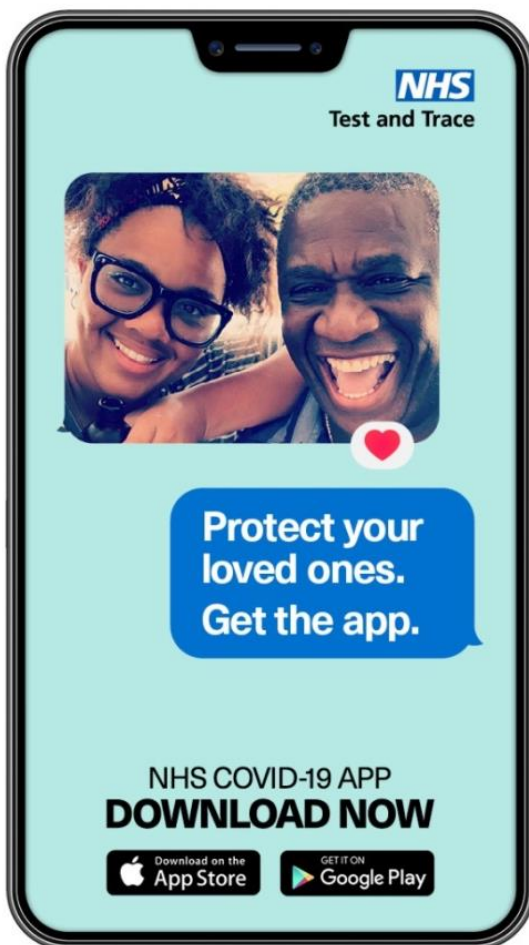
Apps

NHS COVID-19 App

The new NHS COVID-19 app, now available to download for free in England and Wales, is the fastest way to see if you're at risk from COVID-19.

The app has a number of tools to protect you, including:

- Contact tracing
- Local area alerts
- Venue check-in



NHS App

- Get your NHS COVID Pass – Proving your vaccination status for events or holiday trips
- Get advice about coronavirus
- Order repeat prescriptions
- Book appointments
- Get health advice
- View your health record
- Register your organ donation decision
- Find out how the NHS uses your data - choose if data from your health records is shared for research and planning
- View your NHS number

Lower My Drinking App

Lower My Drinking App will give you the expert advice and scientifically-proven tools you need to reduce your drinking to a safer level.

Set your drinking goal. The app will help you achieve this by guiding you to:

- **Track** your progress towards your drinking goal
- **Recognise** all the gains you will make by cutting down
- **Focus** on what is really motivating you to reduce your drinking
- See how your drinking compares to the rest of the population

Better Health

Better Health Apps – Get Active!

NHS Smokefree App

The Smokefree app is a 4 week programme created for those who want to stop smoking that puts practical support, encouragement and tailored advice in the palm of your hand.

Couch to 5K

Couch to 5K is a running programme for beginners. Couch to 5K has now helped more than 4 million people start running.

The app:

- has a choice of 5 trainers to motivate you
- works with your music player tracks your runs
- connects you with other Couch to 5K runners

Active 10

The Active 10 app records every minute of walking you do (anonymously). Just pop your phone in your pocket and away you go!

The app:

- **tracks** your steps
- helps you set **goals**
- shows you your **achievements**
- gives you tips to **boost** your activity

Drink Free Days

Feel healthier, lose weight and save money by picking your days to go drink-free.

One simple way to cut down is to have at least a few drink-free days every week, so choose yours and get practical support to stick with it.

With the app you can:

- update and **track** your drink-free days
- get simple and practical **tips** to help you control your drinking
- receive **reminders** when you need it most
- **celebrate** milestones when you reach your targets

Better Health: <https://www.nhs.uk/better-health/>

*Download on the App store
on Apple and Android.*

Summer Health Advice

COVID-19 Response: Summer 2021

Due to the successful vaccination programme, the UK has made huge progress this year. However, the pandemic is not over and cases rise as lockdown restrictions are lifted. View the full response on the GOV.UK website available on this link:

<https://www.gov.uk/government/publications/covid-19-response-summer-2021-roadmap/covid-19-response-summer-2021>

We need to keep life moving, whilst still protecting those around us.



Water Safety - Drowning Doesn't Look Like Drowning

SLATE has produced a detailed article on how to protect your loved ones this summer from the dangers of the water.

In 10 percent of drownings, adults are nearby but have no idea the victim is dying. This article provides details on what signs to look out for when someone is drowning:

<https://slate.com/technology/2013/06/rescuing-drowning-children-how-to-know-when-someone-is-in-trouble-in-the-water.html>



Social Media

Give us a Like, Share or Tweet!

It is very important for Healthier South Wirral (HSW) to have a presence online alongside the individual surgeries, so our patients can begin to learn more about who we are as a Primary Care Network and what we do.

Patients will often be sent to other surgeries for different appointments, e.g bloodtests, this may raise the question: why? Well, we are a Network of surgeries working together to provide the best form of care for the patients of South Wirral.

Through our social media platforms you will be kept up to date with news and information about the surgeries. Such as:

- Appointment changes
- Rules and restrictions
- COVID-19 vaccine clinic dates
- Practice achievements
- Flu jabs
- Advice
- Charity events

and more.

HSW Facebook:

<https://www.facebook.com/healthiersouthwirral/>

HSW Twitter: https://twitter.com/south_wirral



Practice Websites

Each website is kept up to date with relevant news, events and advice about the surgery and local charities.

- Healthier South Wirral:

<https://healthiersouthwirralpcn.co.uk/>

- Sunlight Group Practice:

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

- Eastham Group Practice:

<https://easthamgrouppractice.co.uk/>

- The Allport Surgery:

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

- Civic Medical Centre:

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

- Spital Surgery:

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

- The Orchard Surgery:

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

