

GP practices throughout the country have faced unprecedented workloads, partly due to increased demand and also because we are being affected by backlogs elsewhere in the NHS.

We appreciate that both our staff and patients have had to adapt to new ways of undertaking consultations and the introduction of new technology providing access to our services. We are here to support you, so please continue to show us your support by being kind, patient and responsible when accessing our services. Thank you

COVID-19 Vaccination Booster Programme

The COVID-19 Booster Programme is now well underway. People aged 50 years and over, health and social care workers and younger people at risk are being offered a booster dose of the COVID-19 vaccine. The booster vaccinations are offered 6 months after your second COVID-19 vaccine and the NHS will contact you when it is your turn to have a booster.

If your mobile number is held on record you will be sent a link to book your vaccination, or you will be contacted by phone call or letter.

Some patients may have already received a text from the NHS offering them the opportunity to book a booster vaccine appointment at a larger Vaccination Hub or local pharmacy. If you can travel to these sites, please feel free to take up this offer, as there may be earlier appointments available to you. Or you can wait to be contacted by the W&P locality programme and will be offered appointments more local, most likely at Weymouth Hospital.

**** PLEASE NOTE THIS INFORMATION WAS CORRECT AT TIME OF PUBLICATION IN THE REGISTER MAGAZINE, HOWEVER DUE TO RECENT DEVELOPMENTS THIS IS UNDER REVISION. THE PRACTICE IS AWAITING FURTHER COMMUNICATION AND WE WILL ADVISE YOU AS SOON AS WE ARE ABLE ****
01-12-2021

THE NHS COVID PASS

An NHS COVID Pass shows your coronavirus (COVID-19) vaccination details or test results. This is your COVID-19 status. You may be asked to show your pass to travel abroad, or at events and venues in England asking for proof of your COVID-19 status. Please do not contact the surgery for proof of your COVID-19 vaccination status. **You can access proof of your COVID-19 vaccination status by downloading and logging into the NHS App, or you can request this online by visiting**

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

If you do not have access to the internet access you can request your COVID-19 pass by calling 119.

Christmas Hours

SURGERY CLOSED

Monday 27th Dec

Tuesday 28th Dec

Monday 3rd Jan



**PLEASE WEAR A FACEMASK
WHEN ENTERING THE SURGERY**

Flu Vaccinations

Our Flu vaccination programme is well underway, despite initial delays with the delivery of vaccines. We have held 3 large vaccination clinics at Wey Valley School and vaccinated over 7000 patients. We would like to thank all the volunteers who helped at these clinics, and we are extremely grateful to you for giving up your time to help. Further flu clinics will be held at the surgery and home visits are being carried out for those who are unable to get to the surgery.

All patients aged 50 and over, and patients with certain health conditions are eligible for the vaccine. If you have received an invite but have not yet booked up, it's not too late!

Having the flu vaccination is even more important this year as fewer people will have built up natural immunity to it during the COVID-19 pandemic. If you get flu and COVID-19 at the same time, you may be more likely to be seriously ill. Getting vaccinated against flu and COVID-19 will provide protection for you and those around you. If you've had COVID-19, it's safe to have the flu vaccine. It will still be effective at helping to prevent flu.

When To call 111

NHS 111 can help if you have an urgent medical problem and are not sure what to do.

If you think you need to go to A&E or need to visit MIU, call 111 first.

111 will take your details, and if you need to be seen in A&E or MIU, book you an arrival time.

This will ensure you are directed to the right service for your medical problem.

Have you seen our Website?

If you have access to the Internet, have a look at our website. The website contains up to date information on the services we offer, a page for Young People and Carers, Covid Information, Online Services, eConsult, Patient Participation Group and much, much more.

The next time you have a query, why not check out our website?

www.royalcrescentsurgery.co.uk

www.prestonroadsurgery.co.uk

Chat Health – The School Nursing text service for young people aged 11-19 (year 7 and above) 07480 635511

Chat Health is a confidential text messaging service that enables children and young people aged 11-19 in Dorset to send health related questions via text to the School Nursing Team.

The sender will be provided with advice, information, or guidance, signposted to additional services, or may be offered an appointment with a member of the School Nursing Team.

Texts can be about a range of issues including:

- Relationships
- Healthy Eating
- Anxiety
- Depression
- Drugs
- Smoking
- Stress
- My Body
- Alcohol
- Self-harm

The service is available Mon-Fri between 8.30am – 4.30pm, including school holidays (excluding bank holidays).

The school Nursing Team will respond to texts within one working day. ChatHealth runs alongside the normal School Nursing Service, and young people can still see their School Nurse face to face in school.

Parent Line is now Live

ParentLine is a new confidential text messaging service providing parents and carers of 0-5 year olds in Dorset to seek advice from the Health Visiting team about their child's health and development via text message.

Parents and carers can seek advice about a range of issues such as breastfeeding, bottle feeding, weaning, sleep, toileting, minor illness, behaviour, parenting and more.

ParentLine will run 9am - 5pm, Monday to Friday (excluding weekends and bank holidays) with a ParentLine Practitioner responding to messages within one working day.

If a text is sent outside these hours the parent/carer will receive an automated message with advice on where to get help if they require it urgently. This new messaging service is being provided in addition to the current Health Visiting service.

**Text 07312 277162 for confidential advice and support from a member of the Health Visiting team
Please share the number with other parents and families and let them know about this service.**

New Service – First Contact Physiotherapist

We are pleased to offer appointments at the surgery with our First Contact Physiotherapist. Patients with back and joint pain including arthritis can book an appointment direct without seeing the doctor first.

The Physio will:

- **Assess you and diagnose what's happening**
- **Give expert advice on how best to manage your condition**
- **Refer you on to specialist services if necessary**

By making it easier for patients to access physiotherapy, patients will have quicker access to diagnosis and treatment helping them to manage their conditions more effectively and recover faster.

Ask at reception to book an appointment.

Be the first to know – Join OUR PPG EMAIL GROUP

Would you like to be kept updated with surgery matters, be the first to know of new services, receive regular updates, newsletters, items of interest and invitations to events or meetings sent straight to your inbox?

Would you like to have your say on the services we offer and have your thoughts and comments noted?

If so, why not join our Patient Participation Group?

If you provide your email address, we can add you to the patient email group. You will receive emails of interest along with invites to PPG meetings, currently held via zoom due to covid-19.

If you would like to be added to our PPG Email Group, please email preston.prg@dorsetgp.nhs.uk and state whether you are a Patient of Royal crescent Surgery or Preston Road Surgery.

There is no obligation to attend any meetings, you can just receive emails and be kept informed.

Online Services

If you have access to a computer or a smart phone you can access Patient Online Services.

You can use this service to easily request medication, book appointments, view your test results and medical record.

For further information visit our website and navigate to our Online Services page or ask at reception.

If you have an email address, we can sign you up and you will receive your User ID and Password to use this service. Patient Online Services are also available by downloading an APP, such as Airmid or the NHS App.

Making it easy for you to access any time.