

Newsletter

Spring 2020

In this issue:

| | |
|------------------------|---|
| Surgery Extension | 1 |
| Appointments Triage | 1 |
| Staff changes | 1 |
| Coronavirus | 2 |
| Bowel cancer | 2 |
| Social Prescribing | 3 |
| DNA | 3 |

Surgery extension

Tenders for the surgery extension work have now been received. There has been a small delay over which tender to accept, but work is expected to start in April, and completion is still on-course for August.

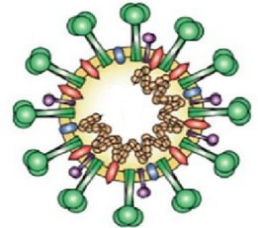
Please be patient regarding any disruption the building work may cause.



Triage during Coronavirus outbreak

Please be aware that during the current virus situation appointment requests will be subject to triage to determine what the best course of action is.

Please understand that attendance at the surgery might not be the best thing to do, and you may risk either catching or spreading the virus.



Staff changes at the Cottons

Julian Crowe has been practice manager for 6 years, but is now approaching retirement. A new practice manager has been appointed, Samuel Adams, who will take on the role shortly. Julian will stay on to oversee the surgery extension work.

The Cottons
Medical Centre
01933 623327

The main surgery
telephone line is
closed from
12:30 to 1:30pm

Appointments can
be made & repeat
prescriptions can
be ordered via the
practice Web site.



Coronavirus COVID-19

Most people will have seen a lot of information and advice about Coronavirus (COVID-19). Here is the official advice on what to do.

To reduce the chance of catching COVID-19 or spreading it:

Wash your hands with soap & water often - do it for at least 20 seconds.

Use hand sanitiser gel if soap and water are not available.

DO NOT touch your eyes, nose or mouth with unwashed hands.

Cover your mouth/nose with a tissue or sleeve when you cough or sneeze.

Avoid all but essential contact with others.

Stay at home if you think you have Coronavirus symptoms

You should self-isolate if you or any family member have either:

- A high temperature - you feel hot on your chest or back.
- A new, continuous cough - meaning that you are coughing repeatedly.

Do not go to a GP, or a pharmacy, or a hospital.

Phone 111 if your symptoms do not get better after a few days.

Lastly, keep an eye on the news, as the official advice about what to do is subject to change as the situation develops.

More up to date information can be found here:

www.nhs.uk/conditions/coronavirus-covid-19/

www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response

Bowel Cancer

Bowel cancer is the fourth most common cancer in the UK, but it is also one of the more treatable types of cancer, if detected in time. Nearly everyone survives bowel cancer if it is diagnosed at an early stage.



If you have any concerns in this area you can find more information at:

www.bowelcanceruk.org.uk/

Social Prescribing

This is a new free service available to adults (18+) who are ready to make a change in their lives to improve their health and wellbeing.

A Social Prescribing Link Worker will support you to access activities and services within your community, enabling you to improve your health and wellbeing, and helping you to stay well.



How does it work?

A member of your GP practice team may suggest a referral to the Social Prescribing Service. A Social Prescribing Link Worker will make contact with you to talk to you and find out more about what you would like help with. The link worker can arrange an appointment at a convenient time and place.

A Social Prescriber is:

- Confidential, practical, helpful, non-judgmental.
- Someone who can help you to decide what you'd like to do to improve your health and wellbeing by finding you activities that will suit you.
- Someone to support you on your way.

Services available may include:

- Healthy lifestyles and activities
- Arts, music, outdoors and creative
- Befriending, counselling, support
- Housing benefits, financial advice
- Education and learning
- Access to specialist services
- Employment, training and volunteering

DNA

DNAs have remained settled at 68. This is better than going up, but still not satisfactory.

Please do try to keep appointments or cancel them if you cannot attend. Wasted appointments could be used by someone in need.



Listening to patients' opinions

The Patient Participation Group exists to provide feedback to the Practice on patients' views, ideas and suggestions. We also do other things like fund-raising, surveys, and so on.

New members to the PPG are welcome, and people can:

- attend meetings (6pm at the Cottons Medical Centre, every 6/8 weeks),
- register to receive information via e-mail, if unable to attend meetings.

If you would like to find out more information about the Patient Participation Group (PPG) please email ppgcottons@gmail.com or ask the receptionist.

NHS Choices feedback/reviews

Please consider leaving a review of The Cottons Medical Centre on NHS Choices.

Feedback does help to improve services.

Go to www.nhs.uk and choose the 'Find local services' option, or direct to:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=38292>

Northamptonshire Healthcare NHS Foundation Trust run support groups, clinics and so on. Here is a Web page giving a list of hospitals, clinics, cafes, etc. run by NHFT:

<http://www.disabledgo.com/organisations/northamptonshire-healthcare-nhs-foundation-trust/main>

| | |
|--|--|
| Surgery telephone number | 01933 623327 |
| Practice Web site | www.thecottonsmedicalcentre.co.uk |
| Make an appointment or order a prescription | Patient Access, via practice Web site |
| On-line symptoms checker | app.doctorlink.com via Web or phone app |
| When surgery : For life-threatening conditions | Phone 999 |
| is closed For urgent medical assistance | Phone 111 |
| Get mobile phone reminders | Register your number with receptionist. |

Doctor: Nurse, how is that little girl doing who swallowed those pound coins last night?

Nurse: No change yet.



The PPG is not a route for administrative or clinical complaints. Our role is to work with the practice to help facilitate the services offered and make improvements. Complaints should go to the practice management.