



Summer 2021 Patient Newsletter

Time to focus on your Health and Wellbeing

When was the last time you focused on just you, no one else...How are you? How do you feel about the easing of lockdown restrictions?

Coming out of lockdown has been an amazing feeling for some people but has left others feeling overwhelmed, with feelings of anxiety and stress. This is an understandable reaction, just as it took time to find ways of coping during lockdown, we should expect that it will take time to readjust. The Mental Health Foundation has lots of tips to help you look after your mental health during these changing time, [Click here](#) for further information.

Make a fresh start with [LiveWell Dorset](#), the local dedicated health and wellbeing service. The [LiveWell Dorset](#) team provide friendly support to give yourself a physical and mental boost. The team can help with giving up smoking, losing weight, becoming more active and reducing your alcohol intake. They provide 1-2-1 coaching sessions, weight loss vouchers and quit smoking packs, all their services are free of charge. [Click here](#) for further information on the [LiveWell Dorset](#) service.

Have you heard of eConsult?

eConsult enables the Surgeries to offer online consultations to patients, allowing you to submit your symptoms/requests to GPs electronically. The service offers around the clock NHS self-help information, signposting to services, and a symptom checker. eConsult was developed by NHS GPs for NHS patients, designed to enhance patient access, improve Surgery efficiencies and signpost patients to the right place at the right time for their care, for further information [click here](#).

Econsult has many benefits for example:

- ◆ Patients may not need a trip to the surgery and their query may be resolved with a phone call
- ◆ Medical advice is available 24/7 even when the practice is closed – Patients can check their health symptoms online and receive on the spot medical advice and treatment guidance thanks to [NHS](#) content
- ◆ Patients will get a response from the GP practice by the end of the next working day or sooner
- ◆ Access wherever and whenever patients want from any device. Unlike a telephone call patients can complete an eConsult at a pace that suits them
- ◆ Patients can request fit notes and test results without the need for an appointment saving patient and surgery time

Please [click here](#) to view the eConsult video.



Reminder - You will need to wear a face covering when attending the Surgery, unless you meet exemption guidance. [Click here](#) for further information on face coverings in NHS/Healthcare settings. We thank you for your continued cooperation.



The law around organ donation in England has changed to allow more people to save lives. Now that the law has changed, all adults in England are considered to have agreed to be an organ donor when they die (unless they have recorded a decision not to donate). [Click here](#) for further information on organ donation.

Evidence of your COVID-19 vaccination status for international travel is now available for people living in England. You can download the NHS app on your smart phone or request written confirmation via the NHS website. [Click here](#) for further information. Unfortunately the Surgery are unable to process requests to prove your vaccination status.

Your Data Matters to the NHS - Sharing GP Data

There has been some national media coverage about the introduction of the new arrangements under General Practice Data for Planning & Research (GPDPR) and the data sharing of patient records.

[Click here](#) for further details on the information NHS Digital will and will not collect. We recommend you watch the [short information video](#) before deciding whether to opt-out. Patients can view or change their national data opt-out choice at any time, please [click here](#) or visit our website for further information.



British Bone Marrow Registry (BBMR)
Donor Information

Have you considered registering with **The British Bone Marrow Registry (BBMR)**? The organisation helps people to find stem cell matches. It is part of NHS Blood and Transplant and recruits potential donors from its dedicated blood donors.

The organisation works in co-operation with the UK's other bone marrow and blood donor registries, the Anthony Nolan Charity and the NHS Cord Blood Bank. It is also part of an international network that helps find matches for people across the world.

Click here for further information on the service and detail of how to register as a donor.



Evidence shows that a significant proportion of post COVID-19 patients are likely to have significant ongoing health problems, notably breathing difficulties, tiredness and a cough, reduced muscle function, reduced ability to undertake physical activity and psychological symptoms such as PTSD and reduced mood. **Your COVID Recovery** is a new NHS website designed to help people recover from the long-term effects of COVID-19 and support them to manage their recovery. It includes information from rehabilitation experts about how to manage on-going symptoms and health needs at home, and signposts to sources of support.

Important Information for Eligible Flu Vaccination Patients

We will be in contact soon to advise on the booking process. The Surgery has purchased and allocated flu vaccinations for patients who are eligible. Please visit the Surgery for your Flu vaccination otherwise we will lose essential funding. We want eligible patients to be protected as you are at a higher risk of complications should you become ill. Please **click here** to view the eligibility criteria.

Let's keep life moving.






FRESH AIR



TESTING



FACE COVERINGS



APP



HANDWASHING

The NHS App



If you have the NHS App installed on your smartphone, you will already have access to lots of important information. The NHS App can reduce your need to call or contact the Surgery to obtain information such as your NHS number, allergies, medication, test results and details of your previous consultations. The NHS App is the best place to search for trusted, accurate and up to date information and advice rather than using a search engine. The NHS app enables you to view this information at a time that suits you.

You can use the NHS App to manage your GP appointments or to order a repeat prescription. You can also submit an eConsult for yourself or your child at any time of day if you think that you need help from someone in the Surgery. **Click here** for further information on how the NHS App works. For further information on how to download the NHS App please **click here**.

It is important that your address and telephone numbers are correct on our Clinical System. This is so we can contact you with information relating to your health when required. Please update your details with a member of the reception team or online using SystmOnline.

Please remember when the surgery is closed, the following services are available:

- NHS 111—This service is for non emergency medical advice and is available 24 hours a day, 365 days a year. Please use the online service when possible 111.nhs.uk
- For the COVID-19 test line ring 119

South Coast Medical Group would like to invite you to join its **Patient Participation Group (PPG)**. If you would like further information Please email: patientservices.scmg@dorsetgp.nhs.uk

Online Services

Using our online services is a great way to take more control of your healthcare. You can use online services to:

- Make or cancel appointments
- Review your medication
- Order repeat prescriptions
- Change your contact details
- View your medical record
- To register please contact the surgery**

COVID-19 Hand Washing vs Hand Sanitiser facts: Please continue to wash your hands as frequently as you can. It is the best way to keep your hands germ free. Hand sanitiser is great for times when hand washing facilities are not nearby but it becomes less effective after three uses until you wash your hands with soap again.

