



FRIENDS OF EVEREST HOUSE (FOEHS)

Summer Newsletter - 30th June 2021

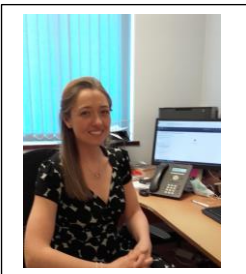


Did you know the Surgery has a website, and FOEHS has a facebook and Instagram page?



Go online to www.everesthouse.co.uk, Friends of Everest House Surgery - FOEHS on Facebook and FOEHSurgery on Instagram, for lots of information about the Surgery, information about health issues and about FOEHS.

We hope to update you with things that are changing at the surgery, which includes New Doctors and staff, so we are going to do one or two small Bio's every Seasonal newsletter to hopefully give you an insight into who they are.



Introducing: Dr Eleanor Williams

"Hi, I'm Dr Eleanor Williams. My family and I moved to the area just before Christmas 2020. Previously I was a salaried GP in South London. I did my undergraduate degree in Nottingham 2007-2012 and completed GP training in 2018 while in London. I've thoroughly enjoyed my first 6 months at Everest House. The team are fantastic and despite the challenges that covid has brought to the practice they, and my patients, keep me smiling. Outside of work I'm kept on my toes by 2 preschoolers and a house renovation. Any gardening tips are most appreciated! I look forward to many happy years at Everest House, thank you all for the warm welcome."

Message from the Surgery Manager

We have had a major refurbishment programme whilst we have had the opportunity during lockdown, and a number of rooms have been decorated and received new flooring.

We are currently in the process of setting up a new secretarial office, off the main Waiting Room; this will allow movement of staff and thus giving another clinical room permitting us to engage another Nurse/GP. The health monitor and blood pressure machines have also been moved into the main waiting area, thus leaving a small satellite waiting area for patients seeing Drs Quist-Therson, Coyle and Bunker.

The Reception desk is also going to be updated and this will give a new and refreshed look with the number of windows being reduced to two.

We hope patients will like the work we have undertaken. We are also recruiting a new Doctor.

APPOINTMENTS

One of the biggest bug bears at the moment is the booking of appointments, waiting for the telephone to be answered, after being in a queue to be cut off and no appointments available when you do get through. Many of you may have seen comments on our social media sites.

It is not just our Surgery but a nationwide problem. It is very frustrating for us as patients; also for the surgery staff too. This is due to just sheer volume of calls. There have been 5407 calls answered just within a two week period. There are three staff members answering calls from 8.30 - 5.00 and two from 5.00 - 6.15. Some appointments are now available on Patient Access if you have signed up for this, also on the NHS APP (more about this later in the newsletter). It will be announced soon when the surgery will be going back to a more normal service (along with government guidelines) we will let you know on Facebook and Instagram - so keep an eye out. Also please complete our poll on Facebook regarding what sort of appointments you would prefer, some like telephone appointments but a lot depends on why you need to see the Doctor, the surgery has asked us to ask you- so please go on and let us know. The problem with appointments has caused other nationwide problems with patients getting frustrated and taking it out on the surgery staff, please read the following statement that has been published to cover this problem.

"The past 18 months are likely a period in our history which no one would ever wish to see repeated; it has affected every single person. Whilst a lot of sectors and industries have shut up shop or reduced their capacity in an effort to keep their employees safe, Primary Care has not only remained open, but has increased the number of appointments available, ensured that all premises are COVID secure, changed the way we work completely to maintain services, all of this whilst at the same time managing a vaccination centre to ensure our patient populations receive their COVID Vaccines as quickly as possible. We are dealing with unprecedented levels of demand.

Your local GP practice has continued to care for patients by adapting their way of working to ensure that you could continue to receive the care you needed. Changes such as telephone and online triage were brought in not only to protect patients, but also to mitigate risk and protect the staff as much as was possible, thereby ensuring that staff were able to come into work every single day throughout this pandemic. Whilst accessing your surgery may have been and may continue to be in a different way, we have always been open and have been seeing patients that needed to be seen.

Every member of staff has gone above and beyond, sometimes at a cost to themselves (and sometimes their family) to ensure that patients get the best possible care that we can deliver under such challenging circumstances. We are all tired. We have all been pushed to our limits, and often beyond. All whilst working harder than ever before, so a patient shouting or swearing can be the straw that breaks the camel's back.

Unfortunately, the love and appreciation that was there for the NHS has diminished and it has been replaced with aggression and frustration. The increase in abuse that our reception staff and doctors alike have had to endure is totally unacceptable. The swearing, shouting, heartless comments, and slander which is posted on social media is frankly, quite demoralising and does not always represent the truth. We do not deserve to be treated in this way and we will not hesitate to implement our zero-tolerance policy on anyone who thinks this type of behaviour is, whether in person or on social media.

We ask that you be kind to anyone you come into contact with at your surgery - we are trying our best to serve you safely and ensure your health is looked after. Everything we do is with the aim to continue to provide the best care and support needed to our patients whilst keeping everyone safe."

Please take a look at the accompanying video on YouTube
<https://m.youtube.com/watch?v=3ru4QhVZ2a8&feature=youtu.be>



PLEASE BE
KIND

FLU CLINICS

It seems like a long way off but the Flu season will be with us after a hopefully lovely summer. We will be running the Flu vaccination exactly as last year with help of the Friends of Everest House as Marshalls as this worked very well. Dates for the flu clinics -proposed 18th and 25th Sept, 9th and 16th Oct **TBC**. We are waiting to hear about Covid boosters and if they can be given with Flu vaccine. All patients aged 50+ and those at risk under 50 will be able to book a flu vaccination. Children's nasal will be done at different times.

The NHS App

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet.

Use the NHS App to:

- **get your NHS COVID Pass** – view and share your COVID Pass for event trials in England and travel abroad.
- **get advice about coronavirus** – get information about coronavirus and find out what to do if you think you have it
- **order repeat prescriptions** - see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to
- **book appointments** - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments
- **get health advice** - search trusted NHS information and advice on hundreds of conditions and treatments. You can also answer questions to get instant advice or medical help near you
- **register your organ donation decision** - choose to donate some or all of your organs and check your registered decision
- **find out how the NHS uses your data** - choose if data from your health records is shared for research and planning

WOULD YOU LIKE TO VOLUNTEER YOUR TIME TO SUPPORT OCCASIONAL EVENTS?

Friends of Everest House are setting up a "virtual" group of patients (16 years or over).

What does this mean? Consent to being contacted for feedback on how to improve the services offered by Everest House Surgery (survey). To be willing to be asked if you could assist at events such as the flu clinics, fundraising events or to be invited to voice your opinion at a topical forum. If you would be interested to be on our virtual list of patients to be contacted occasionally, please express your interest by visiting www.everesthouse.co.uk - Practice Information - Friends of Everest House - PPG Registration Form - Submit.

The Chair/Secretary of the PPG will contact you.

"YOUR OPPORTUNITY TO VOICE AN OPINION AND MAKE A DIFFERENCE"