



FRIENDS OF EVEREST HOUSE (FOEHS)

Winter Newsletter 2021

We are still holding meetings during lockdown with Zoom



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.



WONDERING WHAT YOUR PROOF OF VACCINE WILL LOOK LIKE?

Here's an exact example of the front and back. Keep it safe in your purse or wallet and don't forget to go for your second booster jab. Please **DO NOT** call the Surgery for an appointment, wait to be contacted. This will be via text, email, telephone or post. You may receive a letter telling you that you can book at another Hub, for example Stevenage, you can choose this option, however if you would prefer to stay local and go to the Maxted Road Centre then please wait for the surgery to contact you. This will be either by text or telephone, if the surgery do not have either of these you will get a letter from the Surgery.

Question? How are patient's being selected for their vaccines.

Answer: each Doctor's Practice in Dacorum have been allocated a number of vaccination slots to be given to their patients per day. The priority is given by a patient's underlying condition and several other factors. At the moment, the priority is over 80's, who are extremely vulnerable.

Your turn will come, so please bear with the surgery.

The Biz Space, Maxted Road, vaccination Centre opened it's doors on Thursday 7th January 2021 and it is obvious that it will take a little while for some improvements to be made. This is a massive exercise and we should look to the NHS, Volunteers, the Services, Forces and more with a great deal of pride and appreciation that they are trying to ensure that we, as patients get vaccinated, as safely and as quickly as is possible, whilst putting themselves at risk too.

Observations: Don't turn up early or late for your appointment. Expect to have a slight wait (may be outside initially) so wrap up extremely warm. Follow the yellow roadside signs on the grass verges, which say Vaccination NHS and a directional arrow.

A personal view from someone who has had their vaccination at Maxted Road on the 7th January:

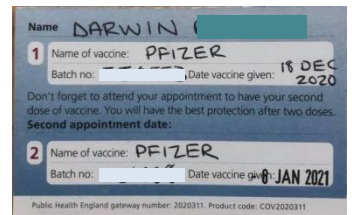
"I attended the vaccination centre this morning, having received an electronic invitation to make an appointment on Tuesday. At no stage, either in the initial invitation nor during the appointment was I asked for my NHS Number, I assume that they had it somewhere in their system. However it is very logical that attendees have it available."

The visit went like this:-

My appointment was for 09.30hrs, I arrived by car at about 09.15hrs and was told to wait in my car until the time of my appointment, i.e. about 15mins. This was logical as there is limited space within the centre. On joining the queue I had to sanitise my hands, good!, and gave my name, this was checked and I was given a raffle type ticket with a number, which was my place in the system. I was also given an information sheet together with a small A5 form to fill in, all fairly simple but I thought the form a bit small for "our generation" to write the required information. It did not ask for any medication being taken, the nurses in the area did ask and I wrote this almost in the margin.

I was called forward, in sequence just before 09.50hrs, so not long to wait. The nurse checked the information, especially the medication, and then gave me the vaccination, which incidentally was the Pfizer brand. It was all completed before 10.00hrs and I, along with all the others, was asked to wait in the nearby waiting area for 15mins, when I left. All fairly simple.

Main message is, don't arrive too early, have your NHS number available together with details of your medication. All fairly simple, good luck everybody."



REMEMBERHANDS.....FACE.....SPACE

Surgery News

Primary Care Network - Primary care networks (PCNs) are an important part of the NHS long-term plan and bring general practices together to work at scale. Everest House Surgery are in a network with Bennetts End Surgery. Our PCN is named Danais.

Paramedic - We have one paramedic working directly for Everest House Surgery, he will triage requests for urgent appointments and will deal with the majority of those but transfer the others to the appropriate GP.

Social Prescriber - We have two social prescribers attached to the Surgery who are working within the Danais PCN. They connect people with non-medical support, such as day centres, charities or community groups, in the community to improve their wellbeing and tackle social isolation.

Mental Health Link Worker - The Mental Health Link Worker is attached to the Surgery and is working within the Danais PCN. The aim of the **mental health link worker** is to provide **mental health** advice, guidance and **support** on how to access services timely that best meet your needs locally in the area where you live.

Pharmacist - we have two pharmacists working within the practice, one is employed directly by the Surgery and one is attached to the Surgery and is working within the Danais PCN. The pharmacists deal with medication reviews, medication queries, reviewing discharge sheets to ensure your medication when discharged from hospital is updated, looking at local incentives and one of them also see patients face to face for COPD reviews.

Physiotherapist - we have a physiotherapist attached to the practice and is working within the Danais PCN. Patients with muscle or joint problems can be booked for triage with the Physiotherapist directly and do not have to speak to the GP first.

Family Planning Service - we have one GP who works directly for Everest House who provides a Hormone Implant and IUCD (Coil) service.

Locums - we book locum cover for the GPs when they take annual leave or are on sick leave. We have a team of four locums we regularly use.

We welcome 2 new doctors to the surgery, Dr Suresh and Dr Williams.

WINTER FLU CLINICS 2020

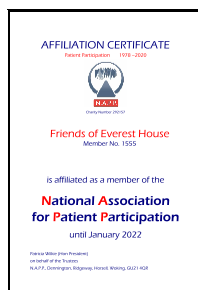


WHAT A TEAM!

Everest House Surgery requested the assistance of Friends of Everest House (PPG) to assist their Staff with marshalling patients through the surgery as safely and as quickly as possible, during this Covid-19 pandemic. The process was well thought out with two meter social distancing animal stickers on the floor throughout, patients were met and greeted and were asked to wear their mask, sanitise their hands and register their name and date of birth.

From here, much to the surprise of all patients, they were directed by marshalls through the back office, which seemed to be of great interest to many and it took some people's minds off the fact they were being vaccinated at the end. The exit was so near the nurse's room, that patients could escape quickly if necessary 😊 and to enable a one way system. Every type of disability was accounted for by Doctors vaccinating in the normal waiting area, for those less mobile and for wheelchair users. If anybody was too frail a Doctor went to the patient in their car. The net result was that we supported 5 clinics from 8-1pm from September to October, and over 3,500 patients were vaccinated including several hundred 50-64 year olds, as per government guidelines at a special clinic held the week before Christmas.

Thank you to those patients who gave such positive feedback, either face to face or via social media



We are now proud members of the National Association of Patient Participation until January 2022.

Established in 1978, N.A.P.P. is uniquely placed as the only UK umbrella organisation for patient-led groups in general practice.

They provide essential support to GPs and practice teams through a comprehensive range of evidence-based high quality specialist resources developed from over thirty years' experience and formation of hundreds of Patient Participation Groups.

They also provide essential support to Clinical Commissioning Groups (CCGs). CCGs will benefit from all their member practices having a PPG.

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"