

SPRING 2021



## Welcome to the Great Ayton Health Centre Newsletter

### The COVID-19 Vaccine



The covid-19 vaccination is continuing to be offered to our patients at our Vaccination Centre situated at The Forum, Bullamoor Road, Northallerton, DL6 1LP. We work alongside seven other surgeries in the Hambleton area so we can vaccinate as many people in the different categories as quickly and as efficiently as possible.

We have received great feedback from patients and families who have attended the Forum for their vaccinations and we extend our grateful thanks to all the volunteers who give their time to help at the centre and to all staff who are engaged in the vaccination clinics.

We are currently unable to give the vaccinations at the surgery due to storage issues associated with the vaccine and the deliveries have to be made to one site in each Primary Care Network (PCN). If you receive your first dose of vaccine at The Forum you will also be given an appointment from the practice for your second dose in due course. We will contact you when you are due your next dose.

Please be aware that the surgery is under increased pressure whilst staff support the COVID-19 vaccination clinics in Northallerton. They are working additional days including weekends and/or longer shifts to accommodate the work. We ask for your patience at this difficult time.

Our phone lines are very busy, please do not phone for general information or queries about the timing of your vaccination. In line with Government guidance, the surgery is inviting patients according to age and risk group. The uptake has been high in our area and we hope this continues as we work through cohort 10-12 (those aged 18 to 49)

In addition to our local vaccination site, the government is sending letters to patients *also inviting them to book a vaccination at either:*

- (1) A Pharmacy site e.g. Acklam Road Pharmacy
- (2) A Large Vaccination Site e.g. York, Darlington, Newcastle

These other sites (Pharmacies and Large Vaccination Sites) are run entirely independent of the GP-run sites. If you have received an invitation to book at one of these sites, you are free to do so. Alternatively, you may choose to wait until the surgery contacts you.

As at 27 April 2021 working as a PCN we will have hit 50,000 vaccines, this is a significant milestone.

We are unable to offer you a certification of a Covid Vaccination, a vaccination passport, or a letter to prove you have been vaccinated against Covid-19.

These proof of vaccination documents have not yet been developed and as such cannot be provided by the surgery. As soon as we have further information, we will share it with you.



### **Contacting Patients**

The surgery depends on contact details being correct and up to date. Please contact the surgery if you have changed any of your contact details so that we can keep in touch if we need to contact you. Inviting people to take up the vaccine is much easier and efficient by text.



### **Staff Changes**

As many of you will already know Dr Rosemary Jackson left the surgery at the end of February after 17 years' service. We were unable to mark the occasion as we would have wished due to the Covid restrictions and wish her luck in all her future endeavours.

Dr James Maw has now joined the practice. Some of you may already have met Dr Maw, he was previously one of our trainees. Having completed all his training, we would like to welcome him and am sure many of you will get to know him over the coming months.

Dr Amelia Jardine has also left the practice to take a partnership in another practice.

As we are a training practice you may also meet our new trainees, Dr Abefolabo Sami, Dr Sheraz Akram and Dr Elli Agekinas.

Dr Ghada Suliman and Dr Nizar Mohammed are currently still training with us and have been with the practice since August 2020. Thank you for your continuing support in helping us training new GP's.

Dr Anita Washington is continuing to work as a locum in the practice, her days of working are Wednesdays and Thursdays.

Dr David Cole who was previously a trainee here in 2017 joined us last year, he works every week on a Monday.

## **DNA (Did not attend) Appointments**

In the last 3 months February – April 2021, 68 appointments with the Doctors and nurses were missed. This is a time which could have been given to other patients. Your help in cancelling appointments that are no longer needed would be much appreciated and will enable us to provide a better service to all our patients.

### Hospital Appointments

Please note that we do not control the re-booking of hospital appointments and are unable to influence these. If you have any queries or complaints, please address these directly to the hospital. If you have any issues, contact PALS on 0800 068 8000.

What is **PALS** (Patient Advice and Liaison Service)? The Patient Advice and Liaison Service (**PALS**) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families, and their carers.

### **Appointments and Routine Checks**

Great Ayton Health Centre has kept its doors open throughout the Covid Pandemic and will continue to do so.

As doctors and nurses working in practices, we really want to do the best we can for our patients. We would all love to see a return to 'normal' life and the easy face-to-face care we have always provided, but at the moment offering fewer face-to-face appointments keeps patients safe and provides the maximum number of appointments we can.

In line with guidance issued by NHS England, we have been operating a telephone triage system for appointments called 'phone first'. We are available to talk to patients and whilst we understand patients' frustrations with the current situation, we hope that you will continue to help and support us so that can keep providing you with care and support. We would like to reassure you that wherever it is needed, we remain happy to see patients face to face, and we have been doing this throughout the pandemic.

Our staff will continue to wear PPE when seeing patients and we hope that all patients respect our request that they wear face mask/covering when attending the surgery for any reason.

Some routine and non-urgent services have been paused during the pandemic to allow us to manage the increased workload due to Covid. These procedures/services will be re-started where possible and when safe to do so.

### Paper prescriptions

- ALL prescriptions will be sent electronically to a pharmacy of your choice.
- The quickest way to nominate a pharmacy is TO CONTACT THE PHARMACY directly and they will ensure your records are updated
- Please do not contact the surgery to nominate a pharmacy and contact the pharmacy directly instead

### Social Media

We are active on social media. Please follow us where we post details about local and national campaigns and information.



@ The Health Centre - Great Ayton

Practice Closures 

Please note we will be closed on the following dates: -

Monday 3<sup>rd</sup> May – May day holiday

Wednesday 12<sup>th</sup> May from 12.30 – staff training

Monday 31<sup>st</sup> May – Spring bank holiday

Thank you for your continuing support.

