

May 2022

Number of Patients Registered (26.5.22) 7,333

Clinical staff:

GPs:

Dr M Tant
Dr S Limage

Advanced Nurse Practitioners:

Emma Watson
Clare Morgan
Rebecca Underwood
Jennifer Simpson



Faster, easier access to your GP surgery

Rapid | Personal | Secure



livi

Merton Lodge Surgery Newsletter

AskMyGP & Surgery capacity

AskMyGp is an online service that our patients can access themselves to talk to the surgery staff.

As a patient, you can use this service to talk to any of our departments or one of the clinicians.

How does it work ?

When a patient sends us their request, it is first seen by trained care navigators. All the requests come in to one place and they are delegated out to the various teams relevant to the request. A medication enquiry will be assigned to dispensary and a question about booking a blood test will go to reception and so on. Requests that may need a GP/clinician are also seen and allocated in the same way. We look out for symptoms that may mean the request is prioritised, these are called 'red flag symptoms'. Sometimes more information may be requested to help with this process.

Why is the service not available all the time ?

Due to clinician shortage we have had to limit the service availability to try and manage the demand. The service is online from 8am until 12 noon Monday to Friday, but sometimes it will be off-line earlier than 12noon. This is likely because we have reached 'maximum capacity'. In this instance, capacity is the amount of patients a clinician can safely tend to in a day. So the point at which we reach capacity depends on how many clinicians are available that day and then how many requests come through for them. If your medical problem cannot wait for the service to resume the next day, please call reception.

What if you don't have the internet or you're not 'tech savvy' ?

Please don't worry, we hope that with more patients using the online platform, the phone lines will be more available for those who need to call us instead & when you call, the care navigator will manually put your request in the system for you.

What if you don't have a phone or the internet?

No problem, please come and fill in a confidential triage form at the desk in reception and we will put the request on AskMyGp for you.

New GP consultation Service :

Merton Lodge Surgery has always been keen to engage proactively with technology. Our patients too have shown great support & patience when we try new systems to help improve our service.

The surgery continues to offer recruitment for additional clinicians to help increase our capacity and meet patient demand. We also actively engage with our CCG to find ways that we can increase our service capacity in the meantime. We have decided to trial a service offered by the CCG called Livi that offers video consultations with NHS GP's.

Find out more about Livi on page 2.

About this service:

Livi is an NHS service, it is now available free of charge to our patients.

We will offer you a video call with a GP either today or within the next 3 days. This service runs Monday - Friday 7am - 10pm and Saturday's & Sunday's 8am - 4pm so we have a range of appointments available.

Livi GP's work regular hours in general practice as well as working for the Livi service. The GP will be able to prescribe medication for you to collect locally, they can refer you for tests and to hospital specialists etc exactly as your GP in the surgery would.

The GP will record all information to your medical records and they will contact the surgery if we need to arrange a blood test etc.

Please call the surgery or use AskMyGp to request a video call.

When we have booked your preferred time, you will receive a text message with your appointment details. Simply follow the instructions and register to confirm your appointment.

Once registered you will have an account and won't need to do this again (like with AskMyGP).

You will be sent a notification before your appointment time to remind you. The GP will video call you at your appointment time - you can do take this call at home, work, in your parked car etc - wherever you feel comfortable.

If you have any queries or concerns before or after your appointment - Livi have a dedicated patient team and you can contact them as follows:

Email: Support@Livi.co.uk

Phone: 02038703029

They are there to help from 9am-10pm Mon-Fri and 9am-4pm Sat & Sunday.

We understand this may seem strange to patients, that you would have a video call with a GP but we encourage you to engage with this service. This service has been up and running for many years in other practices and has a CQC rating of outstanding.



Alford Dementia Support Group

Receiving a diagnosis of dementia can be life changing for everyone involved.

The Alford Dementia Support Group offers local people an opportunity to meet for coffee, refreshments and a chat with other people in a similar situation.

Informed helpers are on hand to offer support, information and a listening ear. The group meets on the first and third Wednesday of the month from 10am until 12 noon at the Alford War Memorial hall on Chantry Road Alford. You can also find us on Facebook.



Older Adult services at Alford Surgery

At Merton Lodge Surgery we are very proud to have a fantastic team of Care Co-ordinators for our enhanced older adults services.

As people age they can become more at risk of falls, or may have experienced falls that have resulted in a loss of confidence.

The Care Co-ordinators can provide help and support in referring to services that can assist with mobility, restoring confidence and providing aids for living.

They can also offer advice & assessments to anyone concerned that they are experiencing memory loss. Coping on return from hospital admissions, especially with changes of medication can be challenging for the older person, our team can offer advice, support and referral to appropriate agencies.

We also provide care-planning & vaccinations for house-bound patients with long-term conditions.

This service can be accessed through Ask My GP and on the phone.

About the Care Co-ordinator team:

Anne Duncan

Anne Duncan is a qualified District Nurse with a wealth of experience caring for the frail & elderly. Anne has cared for the patients in Alford for 22 years and continues to work at the surgery 2 days a week.

Clare Wattie

We are pleased to welcome Clare to the surgery team.

Clare Wattie is a highly experienced nurse who has extensive experience in palliative care and the care of older adults. Clare is working 4 days a week.



Podiatry services in Lincolnshire

What is Podiatry?

Podiatry is the diagnosis and treatment, by podiatrists, of diseases and other disorders of the feet.

Podiatrists are highly skilled health professionals who have been trained to prevent, diagnose, treat and rehabilitate abnormal conditions of the feet and lower limbs. They also prevent and correct deformity, keep people mobile and active, relieve pain and treat infections.

Some of the common conditions they help with are:

Dry Skin, Fungal infection, Nail care, Diabetic foot care, Corns & Callus, Flat feet, Sweaty feet, fall prevention & specialist shoes.

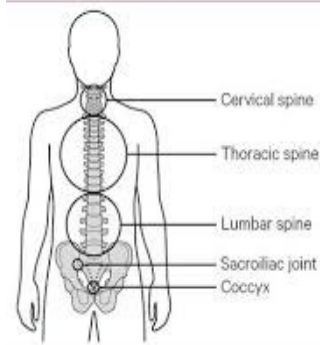
You can self refer to Podiatry by visiting our practice website. Go to the 'services' section and the form is under 'referrals'. Alternatively you can ask for one at the reception desk.

Visit:

[Podiatry Service : Lincolnshire Community Health Services NHS Trust](#)

or call 01522 308 686

of the spine



Back pain.....what a pain!

Back pain is very common and usually improves within a few weeks or months.

Pain in the lower back (lumbago) is particularly common, although it can be felt anywhere along the spine, from the neck down to the hips.

In most cases the pain is not caused by anything serious and will usually get better over time.

You can get help and advice from the Lincolnshire Community health services dedicated page:

Please visit: www.Lincspphysio.nhs.uk/self-care for self care advice

Your local pharmacy can help you, they will recommend oral and/or topical medication to help manage pain and inflammation while you recover.

When back pain is potentially very serious requiring emergency treatment:

You should attend A&E urgently or call 999 if you have any of the following:

Any numbness or tingling around your genitals or buttocks

Any loss of bladder or bowel control

Any bilateral (both sides) limb numbness, weakness or tingling

Severe pain following an accident such as a road traffic accident, falling from a height etc

For more information and tips for ways to help your back problem—visit:

<https://www.nhs.uk/conditions/back-pain/>

Hay Fever season is here!



Symptoms of hay fever can include:

- Sneezing and coughing
- Runny, sore or blocked nose
- Itchy, red or watery eyes
- Itchy throat, mouth, nose and ears
- Loss of smell
- Pain around your temples and forehead
- Headache
- Earache
- Feeling tired



How to treat Hay Fever yourself:

There's currently no cure for hay fever and you cannot prevent it but you can do things to ease your symptoms when the pollen count is high.

- put Vaseline around your nostrils to trap pollen
- wear wraparound sunglasses to stop pollen getting into your eyes
- shower and change your clothes after you have been outside to wash pollen off
 - stay indoors whenever possible
 - keep windows and doors shut as much as possible
 - vacuum regularly and dust with a damp cloth
- buy a pollen filter for the air vents in your car and a vacuum cleaner with a HEPA filter

Speak to your pharmacist about treatments to help relieve your symptoms, there are now a large range of treatments available such as drops, tablets & nasal sprays that are very effective but you may need to take a combination of treatments and use these regularly throughout the high pollen season.

Your pharmacist will advise you regards the best products for you and your lifestyle.

Your pharmacist can help you - various antihistamines & treatments are available now over the counter without prescription, including some higher strength medications that were previously available on prescription, such as Fexofenadine.

We can refer you to the chemist for a consultation with a qualified pharmacist, or you can contact them directly.

You can get more advice from Allergy UK online.

Your Pharmacy may be able to help and advise you, and we can refer you for a consultation with a qualified pharmacist

local to you!

Please ask us about the community pharmacy scheme.

Community Pharmacy Scheme

The community pharmacy is able to deal with many ailments that may have been previously dealt with by your GP .

This service means that our clinicians are available to deal with more complex needs.

Your GP surgery and the 111 service can now refer patients directly to a qualified Pharmacist for a consultation to discuss your condition & treatment options. The Pharmacist is a highly trained medical professional who really can help with many conditions. Below is a list of some of those conditions:

Cold and flu symptoms
Worms, ringworm and scabies
Conjunctivitis
Bunions & corns
Diarrhoea & Constipation
Earache & ear wax

Headache
Migraine
Muscle pain
Wounds
Hair loss
Nappy rash
Allergies

Cystitis
Thrush
Acne & Eczema
Spots & pimples
Cold sores
Bites & stings
Hay-fever
Fungal infections

Mouth ulcers
Sore throat
Skin rashes
Athlete's foot
Verruca & warts
Herbal sleep remedy
Pain and inflammation
Head-lice

Merton Lodge Surgery Reception team are your
Care Navigators.

Please help them to help you.



Our GP Reception team are your

Care Navigators

Specially trained to help you get
the right care from the right
healthcare professional

When booking your
appointment, we'll:

- ✓ Ask discreet questions about your needs in strict confidence
 - ✓ Book you an appointment with the right member of our team
 - ✓ Make sure you get the appropriate medical care
 - ✓ Help you to be seen more quickly
-

**HELP US
HELP YOU**

WHEN YOU NEED IT



Merton Lodge Surgery Staff

Care Navigators

What is a Care Navigator ?

A Care Navigator is a member of the team who is trained to sign-post patients to the right care at the right time. They can spot potential **emergencies** and highlight possible **red flag symptoms** that may require urgent action. Our Care Navigation team have a wealth of experience and training and are here to help the clinical staff to do their job efficiently and to ensure the patient is on the correct path to the right care. The Care Navigator is trained to keep any information confidential and to provide a safe service.

What does a Care Navigator do?

When you make contact with the surgery for a medical problem, you will initially encounter a member of the Care Navigation team. This will be either on the phone, at the desk or on AskMyGp. They will take your details and they may request some further information to get a clearer picture of your medical problem. This will help the clinician to assess you and your condition.

What if don't want to give details about my problem?

You will find that the team are compassionate, professional and caring but we do understand that some patients still find it difficult to talk to someone who is not their GP. To help with this, we offer several ways that you can make contact with us and get help. Here's how:

- You can call us, select the reception option and speak to the Care Navigator.
- You can attend the reception desk. We know the waiting area can be busy and not very confidential so we have a form you can fill in. This form mirrors the online or telephone questions that you would be asked.
- You can submit your details securely online using AskMyGp. You can also attach photos and documents on there too.
- If you would prefer, we can book you a telephone consultation with a GP/ Clinician at the local hub. These are not usually same day but normally within a few days.

Help & support

*In a world where
you can be
anything,
be kind
x*

bereavement
support

Don't grieve in
isolation, call the
new St Barnabas
Bereavement
Helpline

The helpline is open
Monday to Friday,
11am to 3pm

Call: 0300 303 189

Talking helps

Call the confidential
emotional and mental
health support line in
Lincolnshire.

0800 001 4331

Available 24 hours a
day, 7 days a week.



CERVICAL
SCREENING
**SAVES
LIVES**

Book your
cervical

screening (smear test)
when you get your invite
letter.

You can book by phone or
on AskMyGP.

**People across Lincolnshire are being reminded
that the county has it's own confidential mental
health and emotional wellbeing helpline.**

Launched late last year, the mental health helpline is a joint initiative
across health, social care and the third sector, it is available 24/7 and can
provide emotional support, advice and guidance if you are feeling low,
anxious or stressed.

By calling **0800 001 4331** you can speak to a member of a highly
trained and experienced team of support workers who will be able to
provide appropriate support for you or your loved one.

The practice staff have worked incredibly hard throughout the pandemic
and we are still working hard now under immense pressure with much
higher demand than before the pandemic.

We encourage patients to contact us directly if you have concerns relating
to your treatment, the service you receive or the advice you are given by
us.

By talking to us (**not shouting**) we are able to listen to you and try to help
resolve any issues you may be having.

The surgery does not tolerate aggressive or abusive language & behaviour
towards any member of the surgery team. This applies when you are in the
building or on the phone and the same applies **online too**.

Thank you for your support