

September 2022

Number of Patients Registered (26.9.22) 7,167

Inspected and rated

Good



GP / Clinician Appointment types available:

Face-to-face
Telephone
Video consultation
Evenings & Weekends



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.

GP Video Consultation service:

Livi is a GP video consultation service that is available on the NHS to our patients.

If you would like to book an appointment with GP for a video consultation, please ask reception.

Evening & weekend appointments now available.





Help us to keep things running smoothly for you:

- Remember to wear short sleeves and have your arm out ready.
- Remove any coats / layers as you enter
- Arrive on-time—no more than a few minutes early
- Avoid making enquiries about other health issues
- Walk to the surgery if you can, our car-park is quite small
- Don't bring someone who has not booked, and request an appointment for them too
- We are not giving covid-19 boosters, please avoid enquiring about these.

Thank you very much for your cooperation & understanding!

Flu Vaccine clinics 2022

This year we are holding our adult Flu clinics across 3-4 Saturdays here at the surgery.

This avoids disruption to our weekday work-load. Our first & second clinic is for those aged over 65, shortly followed by our vulnerable patient cohort.

You will be invited by SMS with a link to book your own appointment online or we will phone you. We will contact you by post if we cannot reach you.

We have a dedicated Flu line, the number will be included in your invitation.

Patients are urged to avoid contacting the main surgery lines as this puts call waiting times up for those who are unwell.

You can request your appointment on AskMyGp once you have received your invite.

We advise that patients to keep to their appointment times please, this will avoid lengthy queues and keep us running to time.

Children aged 4-16 should be offered their vaccine through the school nursing team, so won't be called by the surgery. Children aged 2-3 will be called by us for the nasal flu vaccine once we receive the vaccine.

If you are not able to attend our Flu clinics, you can have your vaccine at a chemist.

Flu clinics are fast paced & highly organised so we will not be able to deal with other enquiries during the vaccine clinic and you cannot collect your medication.

Clinic for Carers!

We care because you care!

Do you care for someone ?

Whether you care for someone full-time, or just help with the Shopping - if someone you look after could not manage without the things you do, this clinic is for you!

Merton Lodge Surgery now holds a monthly Carers Clinic.

Amanda Nottingham from **Carers First** will be here once a month for face-to-face appointments.

If you provide un-paid care for a friend, relative or neighbour then please get in touch!

The advisor can help with the following:

- ⇒ Financial assessment
- ⇒ Applying for care benefits and Financial help
- ⇒ Care plans for the cared-for
- ⇒ Emergency care planning
- ⇒ Advice, support and emotional wellbeing help
- ⇒ Advice on local support services

Please ask at reception and we can arrange an appointment.

You can request this over the phone, on AskMyGp and at the reception desk.

Carers
First



Taking ANTIBIOTICS when you don't need them puts you and your family at risk



ANTIBIOTICS DON'T WORK FOR

Colds
Flu
Vomiting
Most coughs
Most ear infections
Most sore throats
Most diarrhoea
Most cystitis

**TAKE YOUR PHARMACIST'S
ADVICE**



ANTIBIOTICS ARE NEEDED FOR

Serious bacterial
infections including:
Sepsis
Pneumonia
Urinary tract
infections
Sexually transmitted
infections like gonorrhoea
Meningococcal meningitis

**TAKE YOUR DOCTOR'S
ADVICE**

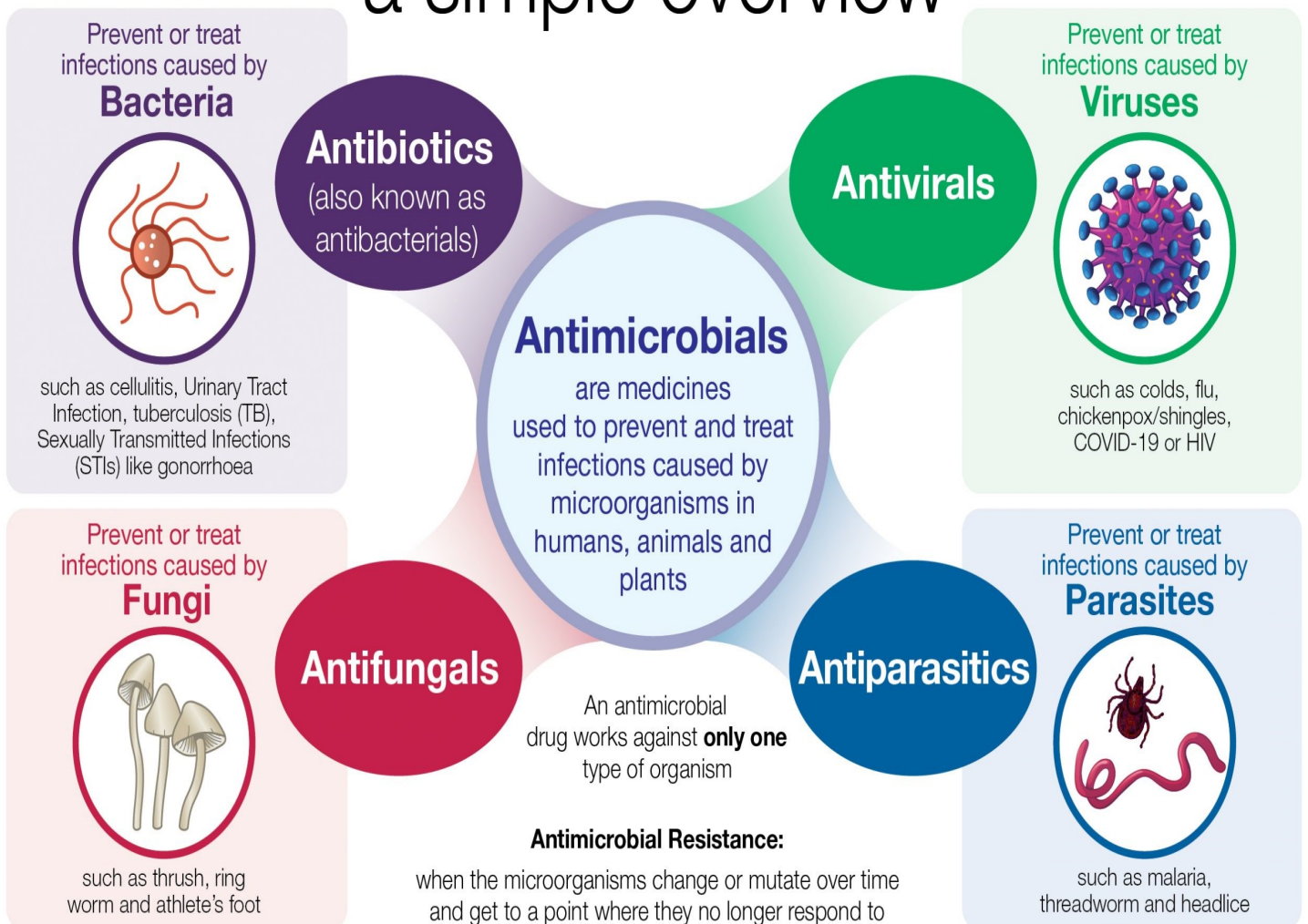
Antimicrobial Resistance:

This is where microorganisms change or mature over time and get to a point where they no longer respond to medicines previously used to treat them



Public Health
England

Antimicrobials: a simple overview



What is the main cause of antimicrobial resistance?

The main cause of antibiotic resistance is **antibiotic use**. When we use antibiotics, some bacteria die but resistant bacteria can survive and even multiply. The overuse of antibiotics makes resistant bacteria more common. The more we use antibiotics, the more chances bacteria have to become resistant to them and the harder it is to treat infection. This can lead to serious illness and increased risk of mortality.

Cold & Virus season is here !

Cold symptoms come on gradually and can include:

- a blocked or runny nose
- a sore throat
- headaches
- muscle aches
- coughs
- sneezing
- a raised temperature
- pressure in your ears and face
- loss of taste and smell

What can you do to ease cold & flu symptoms?

- Rest and sleep if you need to
- Keep warm
- Take paracetamol or ibuprofen to lower your temperature and treat aches and pains
- Drink plenty of water to avoid dehydration (your pee should be light yellow or clear)
- Speak to a pharmacist for advice about remedies to help ease your symptoms.

The symptoms are the same in adults and children. Sometimes symptoms last longer in children.

**BOOK YOUR FLU VACCINE WHEN YOU ARE INVITED TO.
BOOK YOUR COVID-19 BOOSTER BY CALLING NHS 119 OR BY VISITING THE
NHS WEBSITE.**



Your pharmacist can help you manage cold and flu symptoms.

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

NO ABUSE CAMPAIGN

With this campaign we are sending a **clear message – abusive behaviour will not be tolerated and there is no excuse for it.** Our staff are human too and they are affected by these incidents so we need to clamp down on any such behaviours.

There are times when practice staff fear for their physical safety. Even when that's not the case, the impact can be significant. Ultimately, abuse can lead to unhealthy stress levels and may adversely affect mental health. When staff feel that their job is becoming emotionally damaging on a severe scale, they are more likely to take sick leave or even choose to leave their job and general practice altogether.

There is a legal obligation on practices to manage and protect employees' health, safety and welfare at work. This includes their emotional safety

Unfortunately we have experienced abusive, aggressive and threatening behaviour towards our practice staff. This is also appearing to become a regular occurrence.

Merton Lodge Surgery records all calls, some of the comments heard during a review of the calls are simply not acceptable and have been very upsetting to the staff involved. Our staff have been left visibly upset and distressed following contact with aggressive patients.

This surgery **will take action** against any patient who is aggressive, abusive or threatening towards our staff. NHS England has updated it's guidance to GP surgeries, we will actively deduct patients from our list who's behaviour is:

- Abusive verbally, physically or digitally / online
- Using bad language or swearing at staff or other service users
- Using verbal, non verbal and environmental slights, snubs and insults that communicate hostile, derogatory or negative messages. **This applies to social medial platforms too.**
- Aggressive physically, in their tone, mannerisms or communications
- Violent or threatening to be violent—this can also lead to prosecution
- Unnecessarily Persistent or has unrealistic service demands that cause disruption
- Targeting a person based on their protected characteristic. Intentional or not.

We are not here to be shouted at, abused or threatened and it is not 'just part of our job'.

When issues arise, we ask patients to remain calm, respectful and polite. By talking to us, (not shouting) we are better able to understand the problem and offer solutions.

We do understand that when people are unwell, they are not at their best, but the level of abuse seen recently is becoming severe and persistent.

High levels of abuse are proven to increase staff illness & stress which contributes to high staff turnover, which in turn affects the service we can offer.

This applies to all staff & clinicians.

More campaign details: www.Lincolnshire.nhs.uk/latest-news/no-excuse-abuse

NO EXCUSE FOR ABUSE

Example of abuse aimed at Lincolnshire NHS staff

“You are just a stupid receptionist, I could do a better job than you.”

Our NHS staff are real people.
Please treat them with the same respect you and your family would expect to receive.

Abuse of any kind will not be tolerated and may lead to prosecution.



Help & support

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



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

If you are a carer or relative of someone with dementia, contact Lincolnshire police now to enquire about their new dementia safeguarding smart wristband project.

Contact :
Dementiasafeguarding@lincs.police.uk

with the name of the person you are requesting for. You'll need to include their date of birth, home address and next of kin contact information.

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

You can book by phone or on AskMyGP.

You can book with us or with the local LISH service by calling 01522 309 309



We're on Facebook!

Search for Merton Lodge Surgery and follow our page for the latest surgery news, health information and announcements.



In association with:



**BRO
PRO
UK**

In association with:



Bro Pro UK is a safe place for men to meet, socialise & talk. We meet across 6 locations, with some sessions running weekly, fortnightly & monthly. We encourage peer to peer support through lived

experiences as well as access to counselling, therapy and signposting into a range of wellbeing services across Lincolnshire.

Its OK not to be OK... not everyone knows that!

We want to encourage men to step out, speak up and say just how they are really feeling. If you are reading our poster and if you think Bro Pro could help you, then drop us a message today!

Guys, adjust that crown! Stand tall and know your worth! #StayGold

Call or WhatsApp:
07939 092585



Find us on social media:
@brotherhoodprojectuk

Locations & Leads



Head Office: New Life Centre, Wellbeing Hub, Church Street, Spilsby, Lincolnshire, PE23 5DU

Bro Pro UK Project Leads: David Bruce & Brandon Ferenc Kaszics

Tuesdays in Alford
(Fortnightly) 7-9pm at The Storehouse Alford
Leads: Brandon Ferenc Kaszics & Alice Kent

Tuesdays in Louth
(Fortnightly) 7-9pm at Trinity Centre
Lead: Grant Robinson

Thursdays in Spilsby
7-9pm at New Life Centre
Lead: Darrel Starkey & Will Dodson

Fridays in Skegness
12-2pm at The Storehouse Skegness
Lead: David Bruce & Amy Godbehere

Saturdays in Mablethorpe
(Fortnightly) 10am at The Dunes Complex
Lead: Ross Kingham

Sunday in Cleethorpes
(Monthly) 1pm at various locations
Lead: Chris Rawson

Charity Number: 1146916 (Projects within the New Life Community Church Family)

**New
Locations
Near You!**

If you are worried about someone's immediate safety/mental wellbeing please call 999 and ask for an ambulance and/or the police.