

November 2022

Number of Patients Registered (28.11.22) 7,223

Inspected and rated

Good



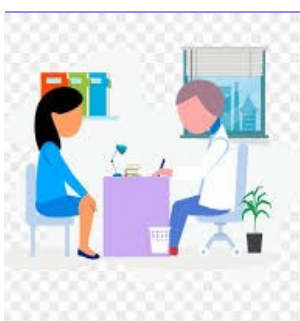
GP / Clinician Appointment types available:

- 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.



*****FLU VACCINE*****

THERE IS STILL TIME TO GET BOOSTED!

If you are eligible for an NHS Flu vaccine, make an appointment at the surgery as soon as possible!

We still have vaccine supplies available for those who are eligible & we have several appointments now available to book!

NHS

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





The Livi GP video consultation service is now also available evenings and weekends!
There have been many improvements made to the Livi service over the past few months including more available appointments.

One of the changes is that patients need to confirm their appointment with Livi within the first hour of booking, this ensures that any appointments not needed are put back into the system to be booked by others.

So..... If you have a Livi video call booked, please do confirm this asap when you receive your text!

NHS

**Extended access to
GP appointments**
Evening and weekend
appointments now available



You can now book:

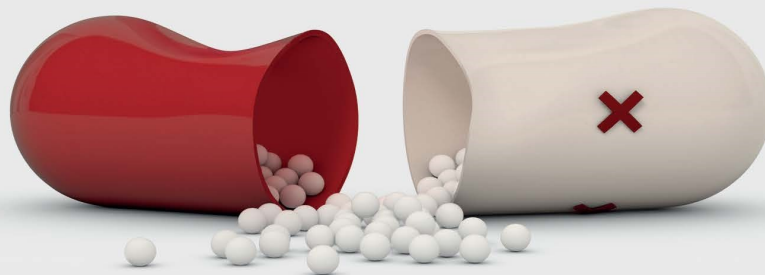
- **Telephone consultations with a GP or Nurse**
- **Video consultations with a GP**
- **Face-to-face consultations at our local hub site with a GP.**
- **Available on evenings, weekends & bank holidays including Christmas Day & New Year's Day!**

The local hub site is currently at Spilsby surgery on weekends.

Please contact us to book!



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**

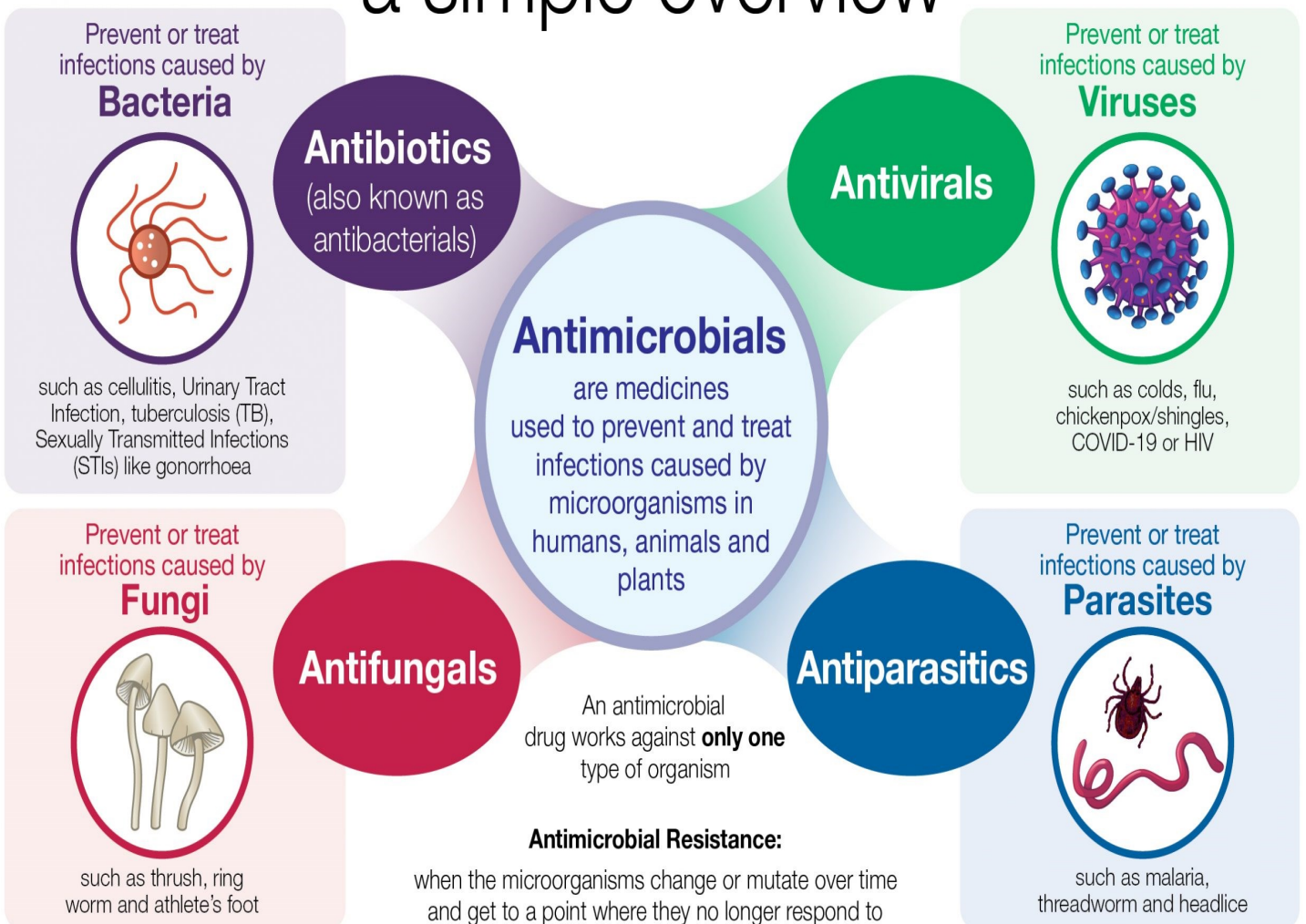
Antimicrobial Resistance:

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.



CHRISTMAS OPENING HOURS

23rd December	- 8am - 6.30pm
24th December	- CLOSED (weekend)
25th December	- CLOSED (weekend)
26th December	- CLOSED (Monday)
27th December	- CLOSED (Tuesday)
28th December	- 8am - 6.30pm
29th December	- 8am - 6.30pm
30th December	- 8am - 6.30pm
31st December	- CLOSED (weekend)
1st January	- CLOSED (weekend)
2nd January	- CLOSED (Monday)
3rd January	- 8am - 6.30pm

Reminder to order repeat prescriptions in time for Christmas! 7 days in advance for our dispensing patients and 10 days for those who use external suppliers!

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

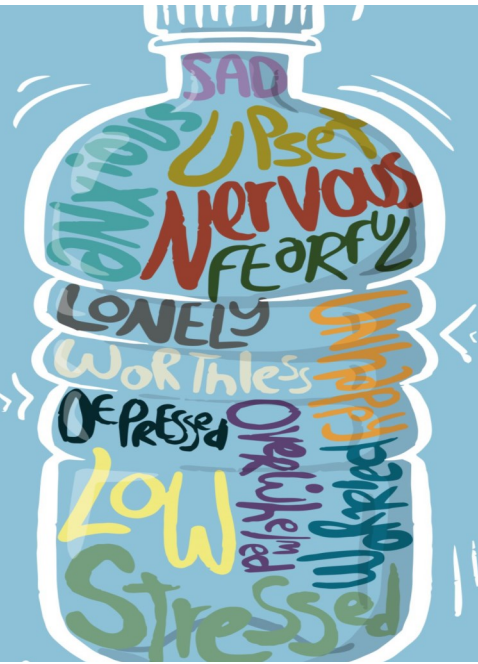
Mouth ulcers
Sore throat
Skin rashes
Athlete's foot
Verruca & warts
Herbal sleep remedy
Pain and inflammation
Head-lice

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.



People across Lincolnshire are being reminded that the county has its 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.

Mental Health Services in Lincolnshire :

Mental Health Helpline: 0800 001 4331. A safe place to talk, open 24/7

Here4You: Mental health and emotional wellbeing advice line for children & young people **under 18**, parents and carers - call 0800 234 6342, open 24/7

Steps2Change service: talking therapies: anyone **over the age of 16** can self-refer via the website or call 0303 123 4000

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.

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.



Testicular cancer awareness:

Cancer of the testicle is one of the less common cancers, and tends to mostly affect men between 15 and 49 years of age. Typical symptoms are a painless swelling or lump in one of the testicles, or any change in shape or texture of the testicles. Although men of all ages can get testicular cancer it's mostly younger men, the average age is 28. Testicular cancer has a survival rate of over 95% and is still classed as a rare cancer but early detection is the key to successful recovery.

It's important to be aware of what feels normal for you. Get to know your body and contact your GP surgery if you notice any changes.

For more information about how to check your testicles please search: "What should my testicles look and feel like" at www.NHS.uk