

The Elms Practice

HAYLING ISLAND HEALTH CENTRE
Elm Grove, Hayling Island, Hampshire PO11 9AP
Telephone: 02392 466216/468413
www.elmspracticehayling.nhs.uk



Patient Newsletter – Spring 2021

The surgery opening hours are 8.00am to 6.00pm Monday to Friday.

Please note the following surgery closures :	
Friday 2 nd April 2021	- Good Friday
Monday 5 th April 2021	- Easter Monday
Monday 3 rd May 2021	- May Day Bank Holiday
Monday 31 st May 2021	- Spring Bank Holiday

UPDATE ON THE COVID VACCINATION PROGRAMME

In the last 12 weeks we have delivered 13,000 vaccinations at Hayling Island Health Centre. This has been a massive team effort and could not have been achieved without the support of our community, both in the volunteering but also the patience and kindness shown to our teams. Patients taking the first appointment offered and turning up to those appointments has made a huge difference to our efficiency.

Our practice has been working together with Waterside Medical Practice and the other 10 practices across the Havant Borough, to run 3 GP lead Vaccination sites, so that we can vaccinate our population as quickly as possible, protect our most vulnerable, and save lives. Across our 3 sites we have now done 55,000 vaccinations. We are now delivering second doses to our care homes, housebound and those who came to our clinics. You will be contacted by text or phone to receive your appointment for your second dose. This will be in the 11th week after your 1st vaccine. We can't make the appointment until we have confirmed delivery dates. If you reach 12 weeks and haven't heard from us please contact us, but unless this is the case please do not contact the surgery, as then we can use our teams to look after people who need us to keep them well. Thank you for your patience.

We are now working to complete the vaccinations for all our 50 year olds and up and those with underlying health conditions (16 years and up). Some under 50s may be invited in order to make sure we vaccinate our population as quickly as possible and to prevent vaccine being wasted. It helps if the practice has your correct mobile telephone number. If you are not sure please send via a Quick Message on the practice website. While we will be continuing to do second doses and some clinics for first doses on Hayling, some patients will be asked to travel to sites off the island - either to one of our other Havant sites or St James' Hospital in Portsmouth. We trust our communities to understand this is so we can protect our Health Centre for our 'business as usual' work, which is also vitally important.

We know that COVID vaccines are safe and our only way out of the COVID pandemic.

Thank you for your continued support. Our health centre is fully open, despite covid vaccination clinics and we do want to hear from you if you have concerns over your health.

Please do continue to be kind and patient to our teams – it means the world to our very hard working staff.

Dr Hannah Morgan

GP Partner & Clinical Director of Hayling Island and Emsworth Primary Care Network
Clinical Lead for the Covid Vaccination Programme



We would like to remind you that the Health Centre car park (*inside the gates*) is only to be accessed by disabled drivers. Taxi drivers also use the space to drop off and pick up. Our GPs and District Nurses can be called out at any time during the day on emergency visits and if they have to spend time searching the surgery for car owners who have blocked them in then this adds to their delay in getting to very sick patients. We also have to call for emergency ambulances from time to time and they need clear access at all times.

The car park immediately outside of the health centre gates (with the **red marked bays**) gives patients **two hours FREE PARKING** which should be more than enough time for your appointment and a trip to the pharmacy afterwards to collect any medications prescribed to you.

Thank you for your co-operation.

SEASONAL FLU VACCINATIONS

If you are aged 65 or over - or you have a chronic condition such as asthma, diabetes, COPD, heart disease, renal failure, liver disease, a history of TIA/stroke, or any condition which affects your immune system (including pregnancy) - then you are entitled to a yearly flu vaccination.

Our Practice Nurses are currently running some weekday clinics or the nurses and GPs can offer them during a routine appointment. Please contact the surgery to book your vaccination.



111 is the **NHS non-emergency number** if you have a **non-life threatening urgent medical need** – whether this be a physical or mental health issue. They can even direct you to appropriate emergency dental care. It is a fast and easy to use service and **calls are free from any landline or mobile** number. You will speak to a highly trained healthcare advisor who will direct you to the best course of action for your problem. Lines are open 24 hours a day, seven days a week and out-of-hours visits and hospital admissions can be arranged if the surgery is closed.

We ask that you ALWAYS call 111 first before attending A&E.

We request that you please be mindful that our receptionists are here to help you at all times. We understand that you may be feeling ill or anxious, and on a tight schedule, but we assure you that our aim is to assist you as quickly and effectively as we possibly can. With that in mind, our staff should not be subjected to rude or aggressive behaviour from patients whilst trying to do their job to the best of their ability.

Thank you.

CHANGES TO YOUR PERSONAL DETAILS

Please remember to inform us if you change any of your personal details - including name, address, telephone (particularly your mobile number) and email address. This will enable us to keep your records up-to-date and to offer you the best service possible. You can do this by asking for a change of details form at reception where you will be asked for proof of ID to make changes.

We have recently encountered problems when trying to contact some patients to book for their Covid vaccinations so it is important for you to keep your records updated.

If you are suffering from any minor ailment such as a cough – cold – hayfever - skin irritation, then your local pharmacist may be able to help by advising over the counter treatments for you. This will save you the time of an unnecessary appointment with the GP and over the counter treatments are invariably cheaper to buy than the 'per item' cost of a prescription.

If you have a general query about **Covid-19** please call the dedicated **NHS helpline number on 119** as our receptionists are unable to answer general enquiries.