



## Patient Participation Group (PPG) Newsletter

### Contact us

Patient Participation Group  
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Email:  
parsonageppg@nhs.net  
(for PPG queries only and  
checked weekly)

Please do not use the main  
reception telephone number  
to contact the PPG

### Appointments in the Surgery during Coronavirus 2021

Parsonage Surgery is continuing **Total Triage**.

This means that every patient contacting the practice either by eConsult, email or telephone, is first triaged before making an appointment and then offered an appropriate appointment i.e. telephone, video, or face-2-face. You will still be asked screening questions by a member of the team prior to face-2-face appointments.

**Total Triage** is important to reduce avoidable footfall in practices and protect patients and staff from the risks of infection.

If you are requested to attend a face-2-face appointment at the surgery, please wear your own mask / face covering and attend the appointment alone where possible.

To maintain the health and safety of both our staff and all patients, our waiting areas have been separated into Green, Amber and Red Zones so that patients can be socially distanced appropriately.

All waiting areas are signposted but in general, if you have an appointment with the Nurse, Midwife or Healthcare Assistant you will be asked to wait in the Green zone, for the Doctors you will be asked to wait in the Amber zone.

You will only be asked to wait in the Red Zone if you have symptoms of coronavirus. In this case you will also be given advice about entering the practice through a different door.

Please follow all guidance from the reception team.

### Routine vaccinations continue during Covid-19

During national lockdown, it remains very important that people continue to access essential services including routine vaccinations for babies, children, pregnant women and adults as they are time critical and prevent serious illness and outbreaks.

It's important to go to your appointments unless you, your child or someone you live with has symptoms of coronavirus. Vaccinations usually given in school are being rescheduled.

### Flu Vaccine Update

Parsonage Staff continue to contact eligible adults and children who have yet to be vaccinated.

The national call and recall system for the flu vaccination programme is writing to 50 to 64 year olds (not in at-risk groups) who have not yet had their vaccination. In addition, phone calls are continuing to those in at risk groups who have been sent a letter but have not yet taken up their vaccination. As a result, some individuals may receive a call from the NHS Immunisation Management Service on 0300 561 0230.

### Covid Vaccination Scam

Neighbourhood watches have been alerted to a highly believable scam which starts with a text and advises the user that they are eligible to apply for the COVID vaccine and to click on the link in the text message. The user is then led to a webpage, which looks very convincing and asks them to complete some details, in order for them to be able to apply for the vaccine.

The details asked for:

- Name
- Address
- Date of birth
- Proof of address
- Card payment details

These types of scam attempts are likely to continue, as fraudsters continue to take advantage of the rollout to so many people. Patients will never be asked to pay for a Covid-19 vaccine.

### The NHS is still open

All NHS services are under severe pressure at the moment, with the increasing numbers of patients who are sick with Covid-19 and other seasonal illnesses.

Do please make sure that you continue to get in touch with us if:

- your problem is urgent
- you have long term condition that is getting worse
- you are worried about symptoms that might indicate cancer.

Please also remember you can call NHS 111 for urgent concerns, and 999 for serious emergencies. Your local pharmacist can also help with minor complaints.

A childhood illness leaflet is free to download here, full of advice and information for parents and carers of young children.

<https://hertsvalleysccg.nhs>

## Mental Health Crisis

### If you're child or young person has a mental health crisis

The NHS and our local hospitals are really busy at the moment, so if you're experiencing a mental health crisis, **the quickest way to get help at any time of the day or night is to call our freephone number: 0800 6444 101, or call NHS 111 and select option 2 for mental health services.**

In the case of **serious illness or injury, dial 999** for emergency services **If you are already receiving support from mental health services and need help please contact:**

Your care coordinator on the number provided to you or if you need help in the evening, weekend or bank holiday call **0800 6444 101.**

- Email: [hpft.spa@nhs.net](mailto:hpft.spa@nhs.net) for non-urgent enquiries
- [For a range of self-help information please click here](#)

### Live webchat service

If you'd prefer to speak online, click on the SPA red button [here](#).

This service is available Monday-Friday, 7am-7pm.

### Alternative Contacts

- [Samaritans](#) Tel: 116 123, 24 hours a day, every day
- [Childline](#) Tel: 0800 1111 via [1-2-1 chat](#) between 7.30am and 3.30am every day.
- [HOPELINEUK \(papyrus\)](#): Tel: 0800 0684141 Text: 07786209697 Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org), 10am-10pm weekdays, 2pm-10pm weekends and bank holidays. Most referrals to our services are made by GPs.

## Blood Testing and X rays Update January 2021

### Princess Alexandra Hospital - Cessation of Routine Phlebotomy and Imaging Services - update as of 05.01.21

*Due to the high incidence of COVID positive cases at The Princess Alexandra Hospital and to reduce footfall / subsequent risk of infection, it has been decided in conjunction with NHSE/I that all routine phlebotomy and imaging services at all sites will be ceased.*

Please note cessation of routine Phlebotomy and Imaging Services at:

- Princess Alexandra
- St Margaret's Hospital, Epping
- Herts & Essex Hospital, Bishop's Stortford. This decision will be reviewed on 21st January, 2021.

*To this effect patients should be aware that the departments cannot accept **any routine phlebotomy and any routine walk-in GP direct access plain film imaging requests until at least 21st January 2021.***

**Urgent/Clinically High Risk:** Referrals will continue to be made by Clinicians and patients will be informed by Clinician that their blood test is considered urgent, the patient will be asked to book via swiftqueue, their booking will be honoured by PAH.

### Routine bookings:

Some patients with existing bookings will be contacted by the Trust to cancel and re-book their appointment as appropriate. Patients can also cancel their routine appointment via swiftqueue and reschedule from Friday 22<sup>nd</sup> January.

<https://www.pah.nhs.uk/our-services/service/blood-tests-30/>

<https://www.swiftqueue.co.uk/pah.php>

## The National GP Patient Survey 2021

The GP Patient survey 2021 is now live and is being promoted on our website newsfeed <https://www.parsonagesurgery.co.uk/News>

Around 2.3 million people aged 16 and over, who are registered with a GP practice in England will receive an invitation to take part in Europe's biggest patient experience survey in early January. **As GP practices have had to make a number of changes over the last 12 months in response to the COVID-19 pandemic, it is more important than ever that we hear about experiences of using local GP and health services.**

The invitations go out by letter to a sample of people from each of more than 6800 practices, last year almost 740,000 gave feedback.

Text message reminders are also being sent to the whole sample (where a mobile number is recorded) alongside paper questionnaires.

The data provides vital information to the NHS to identify what's working well and what can be improved. It helps identify inequalities in experience too, such as for certain age or ethnic groups or people with other protected characteristics. It can also provide new information that does not come to light in other ways. Last year's survey helped the NHS to learn more about the high proportion of people who have caring responsibilities and about how this affects their experiences of using health services.

## Covid-19 vaccination priority list confirmed in the following order:

- residents in a care home for older adults and their carers
- all those 80 years of age and over
- frontline health and social care workers
- all those 75 years of age and over
- all those 70 years of age and over and clinically extremely vulnerable individuals
- all those 65 years of age and over
- all individuals aged 16 years to 64 years with underlying health conditions which put them at higher risk of serious disease and mortality
- all those 60 years of age and over
- all those 55 years of age and over
- all those 50 years of age and over



## Covid 19 Vaccine Questions and Answers

### Stort Valley and Villages PCN begin administering Covid-19 vaccinations

The PCN have successfully started rolling out the COVID vaccination programme at Bishops Stortford Football Club for patients in our locality.

#### What vaccine for COVID-19 is currently available?

Both the Pfizer/BioNTech and Oxford/AstraZeneca COVID-19 vaccines are now available.

**Is the NHS confident the vaccines are safe?** Yes. The NHS will not offer any Covid-19 vaccinations to the public until independent experts have signed off that it is safe to do so.

The MHRA (Medicines and Healthcare products Regulatory Agency) the official UK regulator, have said that both of these vaccines have good safety profiles and offer a high level of protection, we have full confidence in their expert judgement and processes. As with any medicine, vaccines are highly regulated products.

There are checks at every stage in the development and manufacturing process, and continued monitoring once it has been authorised and is being used in the wider population.

#### Can I get one privately?

No. Vaccinations will only be available through the NHS for the moment. Anyone who claims to be able to provide you with a vaccine for a fee is likely to be committing a crime and should be reported to the Police online or by calling 112.

#### Are there any side effects?

These are important details which the MHRA always consider when assessing candidate vaccines for use.

For these vaccines, like lots of others, they have identified that some people might feel slightly unwell, but they report that no significant side effects have been observed in the tens of thousands of people involved in trials.

All patients will be provided with information on the vaccine they have received, how to look out for any side effects, and what to do if they do occur, including reporting them to the MHRA.

More information on possible side effects can be found at <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/>



**Bishops Stortford Football Club working in partnership with the NHS to provide vaccination centre for local PCN**

(image courtesy of Bishops Stortford Independent)

*[Feedback from patients attending for their vaccination at the Football Club has been positive, so much so, that some octogenarians wanted to go for a 'kick about' on the field after their jab, but were politely restrained & reminded of the rules by the great steward volunteers]*

#### When will you publish vaccine ingredients?

A detailed review of the vaccines and their ingredients have been provided by the MHRA and can be found at the following links:

For the Pfizer/BioNTech vaccine information is available here: <https://www.gov.uk/government/publications/regulatory-approval-of-pfizer-biontech-vaccine-for-covid-19>

For the Oxford/AstraZeneca vaccine information is available here: <https://www.gov.uk/government/publications/regulatory-approval-of-covid-19-vaccine-astrazeneca>

The British Islamic Medical Association have produced a helpful guide for the Muslim community which can be found at <https://britishima.org/pfizer-biontech-covid19-vaccine/>

## Updated timings on the second Covid-19 vaccination

The COVID-19 vaccination programme is well underway in Hertfordshire, starting as planned with the most vulnerable groups. This will continue, with some changes to the timing of the second dose of the vaccine meaning more people will be protected sooner.

Updated guidance has been issued on the second dose of both the Pfizer/BioNTech and Oxford/AstraZeneca vaccines. Both vaccines need two doses to be fully effective, although both offer considerable protection against COVID-19 after the first dose. By delaying the second doses it's possible to offer first doses to more people more quickly.

All new bookings will be scheduled in line with the new guidance, which says that the second dose should be provided up to 12 weeks after the first vaccine. It is important that people receive both doses to be fully protected against COVID-19. Please note that it takes a few weeks after getting the second dose for the person's antibodies to reach their optimum level.

Stort Valley and Villages PCN continue to immunise as many people as possible with their first dose and will be extending the vaccination programme as supply of the vaccines increases. Vaccinating people on this scale is a huge challenge and new vaccination centres will open across our area this month. We wish to reassure patients in the priority groups that you will be contacted as soon as possible, **in the meantime please do not contact your GP practice or local hospital about the vaccine at this stage as staff are extremely busy working on their vaccination plans as well as continuing to offer their usual services.**

**PPG Meetings currently on hold. Stay Safe All - Stay Positive -Test Negative**