

# IRONBRIDGE MEDICAL PRACTICE

## PATIENT NEWSLETTER

All staff at the surgery would like to thank our patients for bearing with us during the last year. Thank you for your patience, support and understanding during these difficult times. We are all working hard to provide and maintain the best level of service to our patients whilst taking an active part in the vaccination program.

## Spread a Smile



### Easter Egg Donation

Our staff have donated a number of Easter eggs which have been distributed to local children who may not otherwise receive a treat this Easter. We are linking up with Telford & Wrekin Interfaith Council who have been distributing these on our behalf.

### Coronavirus Symptoms

**Do not leave your home if you or someone you live with has any of the following:-**

- **A high temperature (over 37.8°)**
- **A new continuous cough**
- **A loss of, or change to, your sense of smell or taste.**

**If you think you may have coronavirus you should still use the online 111 service of call 111 initially.**

## GP Registrars






We say goodbye to Dr Soe, our GP registrar who is nearing the end of his GP placement with us. It has been a pleasure to work with him and we all

wish him well for his future career.

Who knows? Maybe he will decide his future is in general practice.

We will welcome Dr Masson, our new GP registrar early April. He will be completing a 4 month placement.

## Feeling unwell? Choose the right service

 <b>Self-care</b> Hangover. Grazed knee. Sore throat. Cough.	 <b>NHS 111</b> Unsure? Confused? Need help?	 <b>Pharmacist</b> Diarrhoea. Runny Nose. Painful cough. Headache.	 <b>GP (Doctor)</b> Unwell. Vomiting. Ear pain. Back ache.	 <b>A&amp;E or 999</b> Choking. Severe bleeding. Chest pain. Blacking out.
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## Appointments during Covid

Your appointment can be booked either online on the telephone.

Ironbridge Medical Practice continues to offer appointments with GP's and nurses via a remote triage model in the first instance. These can be conducted either by email, phone or video.

Your appointment can be booked either online or on the telephone. Our clinician will contact you in an agreed timeframe. If you are expecting a call back from a clinician please make sure you are available to speak with them.

Our doors remain closed to walk in services and entry remains through an intercom buzzer. We are offering a number of face to face appointments howev-

er these continue to be based on clinical need and following a remote assessment by the clinician.

Our clinicians continue to consult in full PPE, we continue to ask patients to attend unaccompanied where possible and arrive as close to their appointment time as possible to reduce their time in the building. Enhanced infection control measures continue, this includes social distancing, PPE and additional cleaning regimes throughout the day. Immunisations and cervical screening appointments are still being offered and carried out with precautionary measures being taken within the practice.

# Health News

## Thousands of Residents in Shropshire, Telford and Wrekin in Danger of Becoming Diabetic

Thousands of local residents are in danger of becoming diabetic. It is estimated that there are currently over 16,000 residents in the county who are potentially at risk of developing Type 2 Diabetes over the coming years.

Living Well Taking Control, the regional provider of the NHS Diabetes Prevention Programme, started working in Shropshire, Telford and Wrekin in April 2020 and has so far supported more than 600 residents with many of them already seeing the health benefits of making weight reductions and improving their diets.

Residents are encouraged to visit the 'Know Your Risk' tool on the Living Well Taking Control Website to assess their risk of Type 2 Diabetes, learn what changes they can make, and take action if necessary.

The 'Know Your Risk' online tool is a quick and easy survey which asks a set of simple questions, including information on weight and height, and calculates the risk of that individual becoming diabetic.

The tool also provides free, practical advice on health-eating recipes and exercise tips, as well as identifying the symptoms of diabetes.

Dr Julian Povey, Joint Chair of Shropshire, Telford and Wrekin Clinical Commissioning Groups (CCGS), said: "Type 2 diabetes is caused by the level of glucose (sugar) in the blood becoming too high. There is no cure and it can lead to blindness, kidney failure, stroke, heart disease, cancer, and even premature death, which is why it is so important for people at risk to act. If caught early enough Type 2 diabetes can be prevented by taking simple steps like managing your weight, eating healthily as well as being more active. Everyone should take the 'Know your Risk' test—it only takes a couple of minutes, but it could make a big difference to your life"

To find out your risk score and sign up for free support if you 're eligible, visit [www.lwtcsupoort.co.uk/know-your-risk-tool](http://www.lwtcsupoort.co.uk/know-your-risk-tool)

Or simply visit [www.lwtcsupport.co.uk](http://www.lwtcsupport.co.uk) for more information about the organisation and the programme.

**URGENT NOTICE**

If you are experiencing symptoms such as chest pain or breathlessness please dial 999 or attend the local A&E department

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***www.ironbridgemedicalpractice  
.nhs.uk***

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## **NHS 111 First**

In an attempt to relieve pressure on A&E departments, especially during the current Covid 19 pandemic, the NHS11 First was rolled out, initially as a soft launch, on 16th November 2020. The aim of the new service is to divert patients to other medical/clinical services more appropriate to their particular medical/clinical needs.

The new “call-before-you-walk” service has the ability to offer people direct appointments online, with a variety of health services, including urgent treatment centres (UTC’s), a patient’s

GP, specialised mental health crisis services, dental services, and pharmacists for urgent repeat prescriptions and advice. If needed, an ambulance can also be dispatched.

The service is run by a combination of call handlers and clinicians – nurses, doctors, pharmacists and paramedics—who take over half the calls. Life threatening medical emergencies are still advised to go directly to A&E or call 999 for an ambulance. Although the initial take-up rate of in hours GP appoint-



**when it's less  
urgent than 999**

ments was quite low, it is currently running at about 40% and rising. The NHS111 call handler is able to book patients into a set number of in-hours appointments at the patient’s own GP surgery based on the rate of 1 appointment per 500 registered patients. These are dedicated NHS111 First appointments.

This facility will shortly be available for Extended Access appointments too but as yet no ration figure has been confirmed.

## **Social Media and Communications**

Our new look website is in the planning stage, we are aware our site is looking a little dated so have decided to invest in bringing the design up to date. Watch this space.

For information on health campaigns, topical health issues and surgery news please follow us on Facebook.

## **Comments, compliments and complaints.**

If you have any of the above or suggestions that you would like to share with us about our practice, services or any improvements you would like us to consider please direct these to Helen Lippitt, Practice Manager