



Melbourne Park Medical Centre

Autumn 2020 Newsletter



Welcome to our Autumn 2020 edition of our newsletter and what a year it has been so far. Please read in this newsletter about many of the changes that have been brought about in practice due to the COVID-19 pandemic. There is also information on this years flu vaccination program.

MPMC News

2020 has been a year we didn't expect with coronavirus causing many issues for many people. We have remained open throughout, though we have implemented social distancing measures in practice for the staff and patients alike. This has included some of our staff members working from home as advised by the government. Although the practice has remained open we had to change how patients had appointments with us from the beginning of the pandemic, and this has meant the majority of our consultations being carried out by telephone or video call.

This change continues to date, as this ensures we can keep our practice COVID safe for any patients that are invited down to be seen in a face to face appointment. If you do come into the practice we ask that all patients wear a face covering, use the hand gel dispensers provided and we encourage social distance between patients and staff in the communal areas, of the waiting room and corridors.

Flu Vaccines

We have started our flu vaccination program for those aged over 65. This year, as last year, there are different vaccines for different age groups. We have a vaccine for those who are "at risk" aged 18—64 and another vaccine for anyone over 65. The over 65's vaccine has been designed specifically to take into account that our immune system begins to get more susceptible for flu as we get older. Please note: We are running clinics separately for the different age groups as we are getting delivery of the vaccines at different times.



Once we have the clinics available for those "at risk" we will send a text to those eligible people or ring us in early October when we will have more information.

It has been in the news that those not in the at risk group over 50 will be having the vaccine, this would not be until November/December so we are not booking these at the moment, once we have more information we will let you know.

Prescription Requests

A reminder that the reception team cannot take prescription requests over the phone due to safety reasons. We require all prescription requests in writing. To aid this we now have an email address you can send your prescription requests to:



NCCCG.RECEPTION.C84116@NHS.NET

You can still order your prescriptions in person (in writing) placing your request into the black post-box on our gates using your repeat slip or a piece of paper with your full patient details and medications you are requesting, or via the online services. In all cases, please allow 2 working days for your request to be processed.



The NHS is running a new diabetes prevention programme called “healthier you” - Type 2 diabetes is a very serious health condition but there are lots of things you can do to reduce your risk or even stop you getting it.

There is also a new online tool you can use to find out your risk of developing type 2 diabetes <https://riskscore.diabetes.org.uk/start>—in order to use this tool you need to know your weight, height and waist circumference. From the tool you may be eligible for the prevention program.

PPG

The practice has an active participation group and we are always seeking new members to join us. The last meeting was held via the online platform— Zoom. This is because we



are unable to meet in person in the current climate, however it was a success. We expect our next meeting in December will be run via the same platform. If you can spare an hour or so on one Thursday evening in December and would like to become part of the group to discuss current practice issues in a positive meeting then please get in touch with either our Reception Manager or Practice Manager or email: **NCCCG.RECEPTION.C84116@NHS.NET**

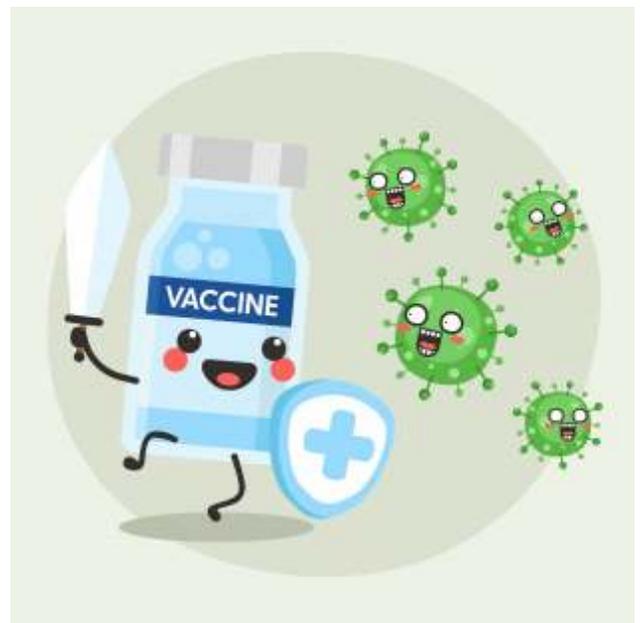
Why vaccines are important

Vaccination is the most important thing we can do to protect ourselves and our children against ill health. They prevent up to 3 million deaths worldwide every year.

Since vaccines were introduced in the UK, diseases like smallpox, polio and tetanus that used to kill or disable millions of people are either gone or seen very rarely.

Other diseases like measles and diphtheria have been reduced by up to 99.9% since their vaccines were introduced.

However, if people stop having vaccines, it's possible for infectious diseases to quickly spread again.



Things you need to know about vaccines

VACCINES DO:

- protect you and your child from many serious and potentially deadly diseases
- protect other people in your community – by helping to stop diseases spreading to people who cannot have vaccines
- get safety tested for years before being introduced – they're also monitored for any side effects
- sometimes cause mild side effects that will not last long – some children may feel a bit unwell and have a sore arm for 2 or 3 days
- reduce or even get rid of some diseases – if enough people are vaccinated

VACCINES DON'T:

- do not cause autism – studies have found no evidence of a link between the MMR vaccine and autism
- do not overload or weaken the immune system – it's safe to give children several vaccines at a time and this reduces the amount of injections they need
- do not cause allergies or any other conditions – all the current evidence tells us that vaccinating is safer than not vaccinating
- do not contain mercury (thiomersal)
- do not contain any ingredients that cause harm in such small amounts – but speak to your doctor if you have any known allergies such as eggs or gelatine

Information from: <https://www.nhs.uk/conditions/vaccinations/why-vaccination-is-safe-and-important/>



Childhood Vaccinations

We have continued to vaccinate children throughout the coronavirus pandemic and continue to do this as it is so important.

It has changed slightly as we can no longer offer the appointments as “walk in’s” due social distancing and instead we now book the appointments in advance. In order to book in for your child's 8 week, 12 week, 16 week, 12 month or pre school (3 years 4 months) vaccination—please contact reception. It's vital to keep your child up to date with their routine vaccinations.

Practice Training 2020

Please note that the practice will be closed for essential training from 12pm on:

Tuesday 22 nd September 2020
Tuesday 6 th October 2020
Tuesday 17 th November 2020
Tuesday 12 th January 2021



If you require urgent medical attention during this time we will display details of how to access this and there will be a message on our phone system.

We will re-open as normal the following day.

We will be closed on the following bank holidays:

Friday 25th December 2020

Monday 28th December 2020

Friday 1st January 2021

Comments, Suggestions, Feedback

THE WEBSITE

The surgery welcomes all comments and we have a number of ways to receive patient feedback.

You can put suggestions in via email and these will be discussed with the patient participation group their quarterly meetings or you could write in to us or ask to speak to any member of the team who will gladly pass your comment onto the relevant department.

There is also the NHS website where you can review the surgery. If you feel you have had a particularly positive experience in the surgery then we would really appreciate your review on the NHS website. If you have had a negative experience, we would like the chance to make it right and suggest you speak directly with a member of the management team in the first instance. We have complaints forms available on reception for this.

Usual opening hours

Monday	8am—6.30pm
Tuesday	8am—6.30pm
Wednesday	8am—6.30pm
Thursday	8am—6.30pm
Friday	8am—6.30pm
Saturday & Sunday	CLOSED



When we are closed you can access urgent medical advice by calling 111

