



Filey Surgery *Winter 2021 Newsletter*

Accessing our services as the COVID-19 pandemic continues

It is now over 20 months since the COVID-19 pandemic compelled us to change the way we offer healthcare services to our patients. The experience of patients and staff may be different at the moment but we remain committed to providing services which are safe, effective, caring and responsive to all patients. These 20 months have been extremely challenging for everyone in so many ways and, as a practice team, we have worked hard to balance our usual work of caring for patients with the whole range of illnesses and health conditions and caring for patients with covid, as well as being very involved in the covid vaccination campaign.

We thank you for your patience and understanding.

What have the team been doing during the last 20 months?

Contrary to inaccurate reports in some media, GPs and their teams have not been sitting around doing nothing. We have dealt with more patients than ever before and in more difficult circumstances.

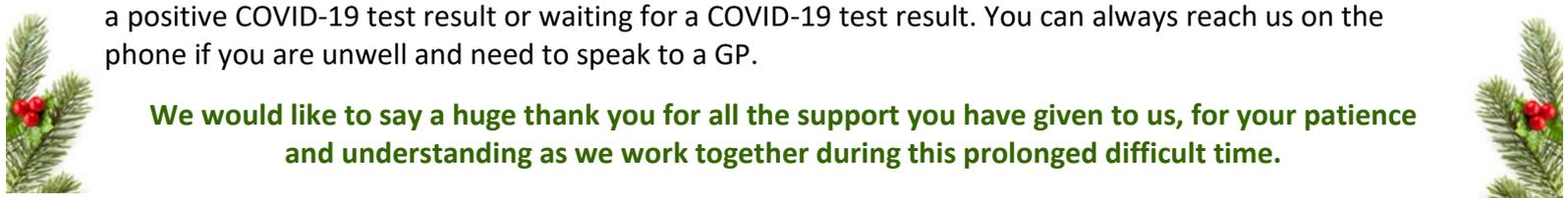
What else has been achieved this year?

- ❖ Maintained important services such as referrals for suspected cancer, home visits for clinically vulnerable patients, and mental health reviews for people with depression and other conditions.
- ❖ Rapidly adopted new technology to support safer remote patient assessments.
- ❖ Run an expanded flu vaccine campaign this season and in 2020 (working weekend and evening clinics) with all over 50s being offered the jab as well as people with long term health conditions.
- ❖ Undertaken pro-active health checks with our most vulnerable patients including those with learning disabilities, with serious mental illness, diabetes, chronic heart or lung conditions, and those who were asked to shield during the pandemic.
- ❖ Worked together with colleagues in neighbouring practices to improve the clinical care in local care homes.
- ❖ Continued to train the doctors of the future through our teaching of medical students and training of new GPs.

Alongside all this since December 2020 our practice staff have played a vital role in the local Covid Vaccination Service based at Scarborough Rugby Club and at the Surgery where over 18,300 doses of vaccine have been given so far. We are so grateful for the cooperation of patients and the contribution of volunteers in making this happen, as our part of the largest mass vaccination programme in the history of the NHS.

How can our patients help?

- ❖ We urge you to contact us if you have serious concerns about your health – please do not delay – we are here for you. We particularly want to hear from you if you have concerns that could be related to cancer eg a persistent cough, changes to your bowel habit, passing blood in your poo or wee, a rapidly changing mole or lump anywhere, or unexplained weight loss. We also want to hear from you if you have serious mental health concerns or if you have worrying problems such as chest pains, breathlessness or pain.
- ❖ To book appointments and make enquiries please avoid walking into the surgery. We ask you please telephone us instead, this will reduce the amount of patients in the building and help keep things covid safe and confidential as we ask for a brief description of your medical problem so we can book you with the correct clinician.
- ❖ Unless you are requesting an on-the-day appointment please consider avoiding our busiest times which are 8am till 9am Monday to Friday. Please be aware that Mondays are always extremely busy.
- ❖ We continue to comply with public health guidelines on using face masks indoors and politely ask patients to do the same unless you are exempt or under the age of 11. We provide hand sanitiser at the entrance and we ask patients to social distance.
- ❖ As always, DO NOT come to the surgery if you have COVID-19 symptoms including a new cough, a fever or change in taste and/or smell. DO NOT come to the surgery if you or your household is self-isolating, have had a positive COVID-19 test result or waiting for a COVID-19 test result. You can always reach us on the phone if you are unwell and need to speak to a GP.



We would like to say a huge thank you for all the support you have given to us, for your patience and understanding as we work together during this prolonged difficult time.

Over the Counter Medication

The prescribing of over the counter medication has changed. If your health concern for example is a cough, cold, aches and pains, sore throat, hay fever or any other minor illness you will be advised to seek medical advice from your local pharmacist in the first instance.

The NHS currently spends around £136 million a year on prescriptions for medicines that can be bought from a pharmacy or supermarket. By reducing the amount it spends on over the counter medicines, the NHS can give priority to treatments for people with more serious conditions, such as cancer, diabetes and mental health problems.

Your local pharmacy can offer help and clinical advice to manage minor health concerns. If your symptoms suggest it's more serious, they'll ensure you get the care you need.

Meet our Musculoskeletal Specialists (Physiotherapists)

Daragh Lahiff is our Musculoskeletal Practitioner providing 2 sessions a week for us working remotely using virtual or telephone based appointments. Daragh qualified as a Physiotherapist in 2011 and has worked in a variety of musculoskeletal based roles ever since including Outpatients physio, trauma and orthopaedics and elective orthopaedics. His most recent role was split between Outpatient Physiotherapy and working as the Team Lead for Nuffield Health's Musculoskeletal triage team.

Claire Southey is our new Musculoskeletal Practitioner providing 3 sessions a week here in Surgery seeing patients face to face. Claire qualified as a physiotherapist in 2001 in Cape Town South Africa and has worked in various musculoskeletal outpatient practices in South Africa as a senior physiotherapist treating a variety of conditions.

They both work in partnership with the Filey and Scarborough Healthier Communities Network helping patients over the age of 16 with musculoskeletal pain or conditions and ensure that they are given the correct advice and management for their condition. Both of our MSK specialist can diagnose issues, refer on for diagnostic tests and hospital appointments if needed.

If you would like to arrange a telephone call or appointment with either of them please contact the Surgery on 01723 515666 choosing option 2.

Meet our Wellbeing Practitioners

Many things affect your health and wellbeing, from feeling isolated, lonely, stressed, to having difficulty managing long-term health conditions, bills, finances, and work.

Stephen Carr is one of our wellbeing practitioners, he can listen to you and give help, information and guidance. This may include helping you find legal advice, debt counselling, housing and benefits support, bereavement counselling and much more. You can speak with him confidentially and he can connect you to all the different services, support, activities and opportunities that exist locally.

Sue Muir is our mental health wellbeing practitioner, the service she provides is open to people aged 16+ (with no upper age limit) who are experiencing moderate to severe mental ill health but not in crisis.

Since 1994 Sue has worked in a range of mental health settings, her approach is to treat each person as an individual and to support and empower people to identify for themselves what help they need to improve the way they feel about themselves and their lives. Her initial support will be over 12 sessions but can be extended if the patient would benefit from further sessions.

If you think that you, or someone you are close to, would benefit from the services Stephen and Sue offer please contact the Surgery on 01723 515666, choosing option 2, to arrange a referral.

New Staff Members

We welcome Sue to the reception team and our new GP Dr Perez, we ask for your help and patience whilst they settle in.

When we are closed over Christmas & New Year

The Surgery will be closed on Monday 27th and Tuesday 28th December and Monday 3rd January. If you need urgent medical help whilst we are closed please contact 111.

**We wish you a very happy
Christmas and New Year**

