

Herne Hill Group Practice

2020 Summer Newsletter

Welcome to our Summer 2020 newsletter, bringing you up to date information on the Herne Hill Group Practice. This edition features **Covid 19 booking information, Face Covering guidance, PPG, Guidance on taking care of yourself in the sun and a medical word search.**

How our practice is operating during Covid19

Although the Covid19 standard NHS England operating procedure has seen our practice door close , we are OPEN ! All appointments are remote consultations in the first instance and these have include

telephone, video and e consult. To book a telephone triage appointment please continue to book via Patient Access or by phoning the practice, the GP will then organise a face to face or Video appointment if needed.

Did you know...? You can book appointments online or using an app on your phone. The advantages are:

- Quick and easy to use
- Avoids busy telephone lines
- Access out of practice hours
- Management of your appointments
- Safe and secure service



With this service you can also request repeat prescriptions.

For more information, including how to register, visit hernehillgp.nhs.uk/patient-access



From time to time we may wish to contact you by email or phone. Please speak to our reception team to ensure that we have up to date details for you.

Face Covering information and Guidance

Face coverings intend to protect against transmission of the virus to others if you have it without having symptoms.

Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose. Once removed, make sure you clean any surfaces the face covering has touched.

You should wash a face covering regularly. It can go in with other laundry, using your normal detergent.

When wearing a face covering, take care to tuck away any loose ends.



Patient Participation Group (PPG) News



What is a PPG?

A PPG is formed of a number of patients in the same practice coming together, working in partnership with the practice to:

- Offer a patient's perspective about how services can be improved or designed
- Build good working relationships with the practice for the benefit of all patients
- Improve communication between the practice and its patients and to ensure patients have the right information
- Support patients to stay well

The PPG here at the practice

Herne Hill GP PPG was formed in September 2016 and consists of a steering group of around 10 patients whose aim is to ensure that the concerns and views of the patients are heard by the practice.

The steering group of the PPG is always very keen to hear from patients who are interested in becoming a member. Please contact the practice by email: lamccg.hernehillgp@nhs.net

If there is anything you would like to see featured in our next newsletter, please get in touch with us using the details below

Herne Hill Group Practice, 74 Herne Hill, London, SE24 9QP

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Patient feedback

“At present, telephone appointments/consultations are changing the way us, as patients, receive care. I couldn't see properly and was anxious and worried about going into the surgery. I went onto patient access, which is an app used by my surgery and booked an appointment for a Dr to ring me. The Dr rang on time, and we discussed what could be wrong with me, it wasn't rushed and made me feel like a person not a number. It was efficient and saved me time going to the surgery and back again.

A link was sent to my phone with further information that I could refer to and a referral was made to an emergency optician close to my location with an opinion after to go to St Thomas hospital emergency eye hospital for investigation straight away. I was impressed as all concerned had the relevant paperwork. The initial Dr concerned was very proficient and understanding. I have since used their services again and am impressed with all. When I felt venerable and uncertain, this surgery continues to support me and I am truly grateful. Thank you” (PPG Steering Group member)



The practice welcomes comments and suggestions on its work as well as thoughts on how it might improve the patient experience and the quality and range of the services provided. To encourage patient feedback, ahead of you when entering the reception through the front door, there is a suggestion box. Above the box are forms to record your ideas and comments, you can also email the practice: lamccg.hernehillgp@nhs.net

If you prefer to remain anonymous, please leave the 'name box' blank. The practice treats all comments seriously, whether anonymous or not, and all submissions are passed on to the practice's PPG for consideration. We look forward to hearing from you.

Enjoy the sun safely this summer



Summer is here and we all cannot wait to get out into the sunshine. We all know that we need the sun for healthy bones by making vitamin D. However, we must remember that too much sun can damage the skin causing it to age as well as giving rise to skin cancers.

Here are some tips to help you enjoy the sun safely:

1. Always wear sunscreen of SPF (Sun Protection Factor) 15 or greater
2. Re-apply sunscreen at least every 2 hours, more frequently if swimming
3. Cover up with a sunhat, long sleeved t-shirts and sunglasses
4. Avoid being in direct sunlight when the sun is at its hottest- between 11 and 3 stay under the trees!
5. Drink plenty of water whilst you are out
6. Have fun!

~ Dr Denise Robertson



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Hay fever (Seasonal allergic rhinitis)



Sneezing, runny nose, watery eyes and headaches?

Time to manage your hay fever

- Avoid triggers, such as grassy areas and car fumes
- Wear sunglasses
- Apply petroleum jelly inside nostrils to block pollen

What to buy from the chemists

- Antihistamines help to reduce all symptoms
- Nasal sprays or decongestants for blocked noses
- Eye drops for irritated eyes
- Paracetamol or ibuprofen for headaches and sinus pain
- Lozenges for tickly throats

Contact your GP if you are:

- Wheezing, breathless or have a tight chest
- Pregnant or breastfeeding
- Not getting symptomatic relief with over the counter medicines

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Asthma and Allergy Word Search

T I G E B S F P S N V T J P D Q
T V S H T W N R O M Q E D R I M
S X E P N J E O H L V H L A T P
A Y C Q W L Q O I X L I O R A F
T Q O M A K I T R T Y E M U S E
S J E H I G V S E U A U N N T M
W W N N A R F I J Z A C H S H X
W I X V Y G R G X Q E K I D M P
K V C A L L E R G Y D E A D A I
E Z E E N S T E O J B N H O E J
K U Z L F G D L N O D R T W O M
J X K Q C Z K L B E S T N R M X
B K J B L E O A R G S W D T N X
F Y C X B K W I T O X U W H Z D
L W N A K E E R Z E H Y K Q A Q
A A G B P T B B S O K T O J A D

**Asthma Allergy Allergist Danger Inhalers
Medications Mold Pollens Sneeze Wheeze**