

# VINE HOUSE SURGERY NEWSLETTER

## MAY 2020

### OUR CLINICAL TEAM

Dr Baker (2 days a week)

Dr Mucherla (4 days a week)

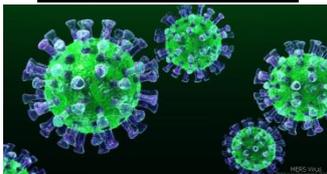
Dr Jurgita (5 days a week)

Sasha McIntosh – Nurse Practitioner (4 days a week)

Claire Nicholls – Nurse Practitioner (4 days a week)

Elizabeth Reader – Care Co-Ordinator (5 days a week)

### THE CORONAVIRUS



The NHS in Lincolnshire and Public Health England (PHE) are extremely well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.

Do not come to the surgery, community pharmacy or hospital. Call 111, stay indoors and avoid close contact with other people.

Like the common cold, coronavirus infection usually occurs through close contact with a person with novel coronavirus via cough and sneezes or hand contact. A person can also be infected by touching contaminated surfaces if they do not wash their hands.

Testing of suspected coronavirus cases is carried out in line with strict regulations. This means that suspected cases are kept in isolation, away from public areas of the hospital and returned home also in isolation. Any equipment that comes into contact with suspected cases are thoroughly cleaned as appropriate. Specific guidance has also been shared with NHS staff to help safeguard them and others. Patients can be reassured that their safety is our top priority, and you are encouraged to attend all appointments as usual.

Everyone is being reminded to follow Public Health England advice to:

- Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel.

- Wash your hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are unwell.

You can find the latest information and advice from Public Health England.

## RED SITE

There is now a Red Site based at Grantham Hospital in the Manthorpe Centre. Patients with suspected COVID-19 who need to be seen can be referred via the surgery to the site



Appointments for our nursing team can be booked on line, at reception or by telephone. Appointments for our GPs and Nurse Practitioners can be booked on line using Ask my GP, via our website: [www.vinemedical.co.uk](http://www.vinemedical.co.uk)

If you do not have access to the internet, we can take the request over the phone on your behalf

## WEBCAMS

During the outbreak of coronavirus pandemic we have been using webcams for consultations and sometimes we have been able to use them instead of going on home visits. Almost all of the asthma reviews have recently been undertaken via video calls.

## MEDICATION REVIEWS



Nisha Ladva our Clinical Pharmacist works within the clinical team helping with medicine management. Clinical Pharmacists bring a range of new skills to General practice. As a specialist in medicines they can support GPs and other members of the Practice team. Nisha will be involved in the medication reviews of long-term conditions, such as

Asthma

Chronic Obstructive Pulmonary Disease

Diabetes

Cardiovascular Disease

Hypertension

She will have appointments available for these reviews to be done, please make an appointment at reception if you are due a medication review.



**Access to NHS Dentistry** is currently limited during the pandemic as all dentists have been asked to stop all routine "face-to-face" dental care.

However, if you need urgent dental care, help is at hand:



**CALL your dental practice:  
They will give you advice over the telephone and make  
arrangements for you if you need to be seen.**



If you don't have a dentist, find your nearest dentist and CALL them. You can search for your nearest dentist at: <https://www.nhs.uk/service-search/find-a-dentist>



### You can also contact NHS 111:



OR



You can ask for a translator if you need one.  
NHS 111 is available 24 hours a day, 7 days a week

### If you're deaf, you can:

- use the NHS 111 British Sign Language service: [interpreternow.co.uk/nhs111](https://interpreternow.co.uk/nhs111)  
or
- call 18001 111 on a textphone

**Do not worry if you have COVID-19 symptoms, appropriate arrangements can be made to see you if you need urgent dental care.**

### SAFETY ALERTS



There have been several alerts reported in the news recently. These alerts are dealt with by our Medicines Management and Dispensary teams who work hard to ensure that these are actioned in a safe and timely manner.

There are different types of alert:

- Stock shortage alert – these are issued when there are national or global shortages of a medication. In these cases, we will contact you once supplies are no longer available and arrange a suitable alternative.
- Drug alerts – these are issued when a manufacturer identifies a fault with one of their products. This can be related to the medicine itself or its packaging. There are different levels of drug alert and often they do not require us to contact individuals. However,

on the rare occasion that this does happen we have a robust system in place to contact patients.

The following list should provide an update on alerts you may have read about in the news:

### **HRT**

There have been extensive problems nationally involving both the Patch and tablet forms of HRT. Where possible, please order month in advance to allow us to locate stock (if possible) or source a suitable alternative for you. There are no official dates for when this situation will resolve but some companies have reported May 2020.

### **Adrenaline pens**

There are 3 types of adrenaline auto-injector pens: EpiPen, Jext, and Emerade. Each pen delivers adrenaline and the manufacturer of each pen has a video on their website demonstrating use.

Several months ago, there was a major shortage of EpiPens and we had to swap many patients onto Jext or Emerade. Since then, there have been safety alerts for both of the alternatives, which limited the amount of stock available for us to buy. We will have contacted all affected patients where required.

Please ensure you always carry two in-date pens.

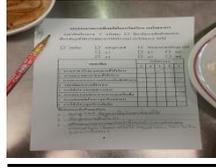
### **Ranitidine**

There has been a lot of news in the media regarding ranitidine recently. This is due to a recent discovery that ranitidine contains a substance called 'NDMA'. There have been some reports linking NDMA to some cancers. As alarming as this sounds, the manufacturers of ranitidine have said it is still ok to use any ranitidine that you may have left at home. This is because further investigations are still ongoing to determine the amount of NDMA present in ranitidine, and how much is considered a harmful level.

Some companies have taken the precaution to recall their products from the market, and therefore you will no longer receive certain brands in your prescription.

Current advice is that we review each patient individually to see if an alternative is required or if it is appropriate to trial without ranitidine.

## **FRIENDS AND FAMILY**



We strive to constantly improve our service. We would be grateful if you could complete a questionnaire available in reception or via AskmyGP. Your opinion matters.

## **NHS 111**



Think you need medical help right now? NHS 111 is available online, as well as over the phone! NHS 111 is much more than a helpline – if you're worried about an urgent medical concern, call 111 or visit 111.nhs.uk

## **PATIENT PARTICIPATION GROUP (PPG)**



The aim of a PPG is to represent patient's views, support diversity and to work in partnership with the Practice to improve common understanding; help patients to take more responsibility for their health; contribute to improvements of service and quality of care and work towards better and improved communications. Our next meeting has not been arranged due to the Covid19 pandemic.

Minutes from our previous PPG meetings can be viewed on our practice website  
[www.vinemedical.com](http://www.vinemedical.com)

**CARE QUALITY COMMISSION (CQC)**



We are delighted to report that following our Care Quality Commission inspection in June 2016 the practice has been awarded a “**GOOD**” rating. The full report can be seen on the website below.

**[WWW.CQC.ORG.UK](http://WWW.CQC.ORG.UK)**