

# Clifton House Medical Centre

## Newsletter

Summer 2024



## Acclaim PCN

Clifton House Medical Centre formed a new Primary Care Network known as Acclaim, to work alongside three other practices within the Hull area in April 2023.

The four practices are Clifton House Medical Centre, The Avenues, Campus Health, and Marfleet Group Practice.

We are pleased to update that the practices continue to be like minded, working effectively together to provide good care for patients and staff whilst continuing to maintain their independence and individuality. Practice Managers continue to support each other and share their knowledge and skills.

ACCLAIM PCN continue to care for over 35,000 patients across the network. This team-based care approach aims to ensure patients are better cared for in the community by

Providing quality services with teams to support the population and practices.

To listen to the views of our patient population to provide the most appropriate access to services.

- To provide proactive, coordinated care for our local populations, in different ways to match different people's needs, with a strong focus on prevention and personalised care.
- To work collaboratively to improve services and health outcomes for our patient population working in conjunction with community health providers and hospital trusts.

ACCLAIM PCN are in the process of populating an independent website to ensure all patients are kept fully up to date with the PCN structure and services. We intend to keep all patients updated and informed of all changes. Link for website [Acclaim NHS PCN \(acclaimpcn.nhs.uk\)](https://acclaimpcn.nhs.uk)

## Are you protected against measles, mumps and rubella?

They spread easily and can lead to blindness, meningitis, sepsis and in rare cases, even death



### What is the MMR vaccine?

Given in two doses, it protects against 3 serious illnesses: measles, mumps, rubella.



### People with measles might have

a high fever, runny nose, cough, red watery eyes, small red spots with bluish-white centre inside mouth.

A rash may appear, usually on the face, upper neck, hands and feet.



### If you or your child has symptoms

please stay at home and phone your GP practice or NHS 111.



Talk to your GP practice if you or your child haven't had both doses of the MMR vaccine



## Shingles vaccination

### Who is eligible for the vaccine?

50 and over and identified as having a severely weakened immune system

Two doses of Shingrix®, 2 months to 6 months apart.

Age 65 on 1st September

Two doses of Shingrix®, 2 months to 6 months apart.

Age 70 on 1st September

Two doses of Shingrix®, 2 months to 6 months apart.

Age 71-79 never vaccinated

Either one dose of Zostavax® or two doses of Shingrix®, 2 months to 6 months apart.

Age 80 or over

No longer eligible for first dose, but if you have already received one dose of Shingrix, you may still receive a second dose up to your 81st birthday.

**Contact the surgery to make an appointment with the nurse**

[www.pha.site/shingles](http://www.pha.site/shingles)



## How did we do?



### Family and Friends

#### The NHS Friends and Family Test (FFT)

was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.

Since the FFT was launched in 2013, millions of patients have submitted feedback. It's used by most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, and patient transport.

### Family and Friends

Have your say to improve your healthcare.

Did you know you can now have your say to help improve more services across the NHS? The Friends & Family Test is about giving patients the opportunity to provide quick feedback on their care and treatment experience. It's already in use in many parts of the NHS and is expanding to a lot more.

You can say what is going well and what can be improved so that people who make decisions about local healthcare can take your views into account. It doesn't take long and you don't need to give your details on your feedback form.

You can complete on the website [www.cliftonhousemedicalcentre.co.uk](http://www.cliftonhousemedicalcentre.co.uk) or look for details in the reception or waiting room.

You can ask a member of staff how you can take part or find out more online.

The NHS Friends and Family Test [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)



### **WHO WE ARE**

We are Julie, Kirsty &, Beth, we are the Social Prescribing Link Workers for your Practice, our role is to listen to you and put you in touch with non-medical individual support, advice, groups, and activities that may make you feel better and improve your health and wellbeing.

We can help you work out what's right for you and how you can access it easily. We understand that everyone is different, so we will work with you to find out what challenges you are facing and what you hope to achieve. We will then advise you directly or support you to access the right group or Service.

### **SUPPORT – ADVICE - LINK**

Are you feeling a bit lonely or isolated, or just don't know who to talk to about something which is bothering you?

Do you need support managing at home, or feel anxious about joining groups or meeting people with similar conditions?

Is your mental health stopping you from socialising or being in employment?

Do you want to try something new, get active or need advice with job search or training?

Would you like to feel part of your community and make new friends? Have you considered volunteering?

### **WHAT CAN WE OFFER**

We can offer you a telephone or face to face appointment to discuss how we can help, this can be arranged by speaking to any member of your GP Practice Team who can then refer to us.



The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the [Google play](#) or [App store](#). You can also access the same services in a web browser by logging into the NHS app [www.nhs.service.nhs.uk](http://www.nhs.service.nhs.uk)

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man. Find out more about [who can use the NHS App](#).

### **What you can do with the NHS App**

You need to [prove who you are](#) to get full access to the NHS App. With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them.

- book and manage appointments.

- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)

- book and manage COVID-19 vaccinations

- register your organ donation decision

- choose how the NHS uses your data

- view your NHS number ([find out what your NHS number is](#))

- use NHS 111 online to answer questions and get instant advice or medical help near you. Before proving who, you are, you can use the NHS App to:

  - search trusted NHS information and advice on hundreds of conditions and treatments.

  - find NHS services near you

To access the NHS App, you will need to set up an NHS login and prove who you are. Your NHS App then securely connects to information from your GP surgery.

# Electronic repeat dispensing (eRD)

Electronic repeat dispensing (eRD) is an integral part of the [EPS](#) (Electronic Prescription Service) which enables prescribers to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice.

Two thirds of prescriptions issued in primary care are repeat prescriptions. These account for nearly 80% of NHS medicine costs for primary care, and the management of these prescriptions and the time involved in processing them can be significant.

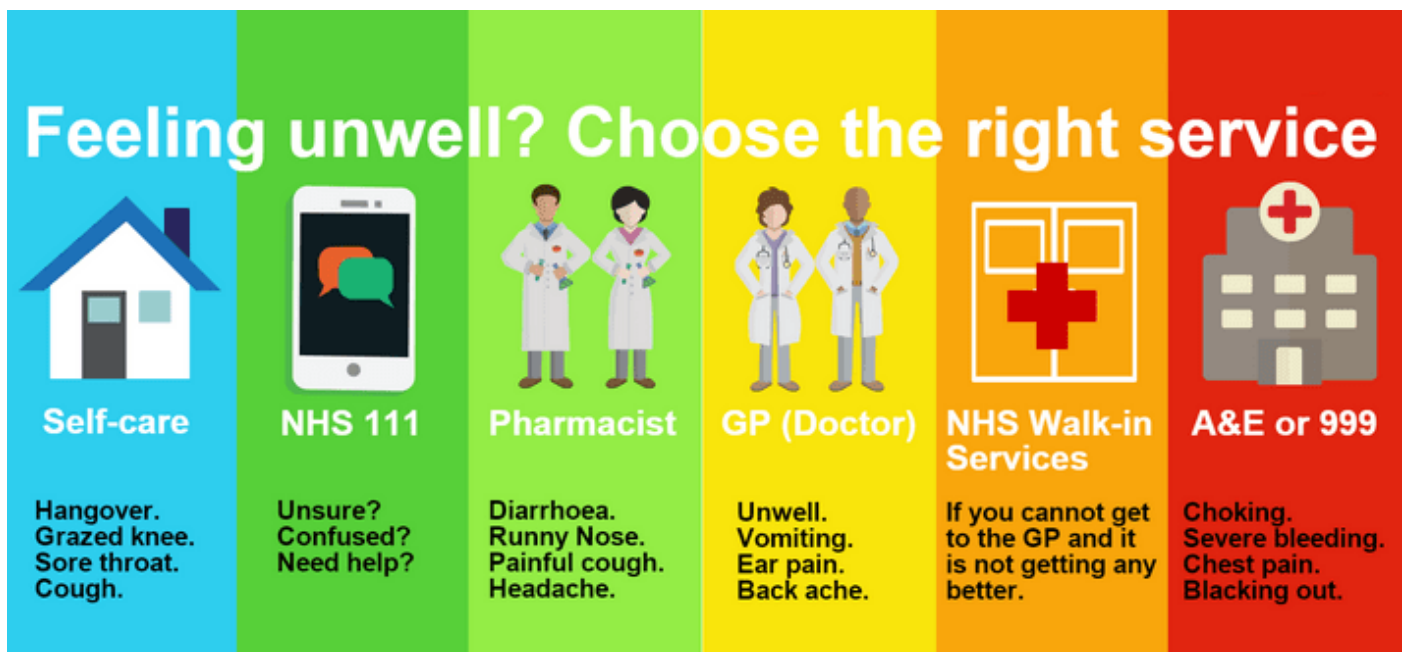
Up to 410 million repeat prescriptions are generated every year, equivalent to an average of more than 375 per GP per week. It is estimated that up to 330 million, or 80%, of all repeat prescriptions could eventually be replaced by eRD, saving 2.7 million hours of GP and practice time.

Since April 2019, the GP contract has stated that electronic repeat dispensing should be used for all patients for whom it is clinically appropriate.

**Patients will be contacted by the practice on the month of their birthday for Long term condition and Medication review / requirements.**







## Hayfever—self care

As you are aware ‘Hay fever Season’ has fully hit us now

As a rule – Hay fever is a part of self-care which the NHS supports meaning we really should not prescribe for.

Pharmacies can issue various items for those patients who do not pay for prescriptions on Minor ailments however for those that do pay –

Fexofenadine is one of the miracle drugs 120mg ONLY (Or as people say) and is now available in pharmacies to buy (about £6)

