

HANSCOMBE HOUSE SURGERY NEWSLETTER

COVID-19 Edition (April 2020)

CORONAVIRUS : STAY HOME PROTECT THE NHS SAVE LIVES



Hanscombe House Surgery

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Coronavirus
STAY AT HOME
PROTECT THE NHS
SAVE LIVES



Message from the Chair

Welcome to our first Hanscombe House Surgery newsletter of 2020 and my goodness, what unprecedented times we find ourselves in, with the fast evolving global COVID-19 situation. Whilst I had drafted a "Spring edition" for release at the end of March, I have put this "on hold" for a future date, as the information is no longer current.

I recognise there is a wealth of information already available on COVID-19 as a disease and the specific virus "SARs-CoV-2" via the NHS and government websites and these sites should be our official sources at all times.

This newsletter will primarily aim to focus on ways to help patients and their families in our local Hertford community during this period of isolation.

It is not an exhaustive list, but hopefully gives some thoughts and ideas to both those who are not on the internet and receiving this document as a paper copy AND those with internet access.

Your additional ideas are VERY welcome, should you like to receive a follow-up edition, so please send to Hanscombe House surgery via the following PPG email address : hanscombe.PPG@nhs.net and I will be happy to collate on behalf of the practice.

May I also take this opportunity to welcome all our new Ware Road patients.

From : Maryrose Brennan, Patients Participation Group Chairperson



Practice Information (endorsed by Practice Manager/ Reception)

NHS website extract from the Hanscombe House Surgery website coronavirus page (as of April 14th 2020. This update is reviewed on an ongoing basis, so please go to the surgery website for the VERY latest and for the specific links.

Coronavirus

Help the NHS respond to coronavirus

Use the quick NHS coronavirus status checker (www.nhs.uk) to tell us about your current experience of the virus.

This will help the NHS plan its response to coronavirus by showing where the virus is spreading and how it effects people.

Everyone must stay at home to help stop the spread of coronavirus.

This includes people of all ages – even if you do not have any symptoms or other health conditions.

You should only leave the house for very limited purposes:

- shopping for basic necessities, for example food and medicine, which must be as infrequent as possible.
- One form of exercise a day, for example a run, walk or cycle – alone or with members of your household.
- any medical need, including to donate blood, to avoid or escape injury or harm or to provide care or to help a vulnerable person
- travelling for work purposes, but only where you cannot work from home

These reasons are exceptions – even when doing these activities, you should be minimizing time spent outside of the home and ensuring you are 2 metres from anyone outside of your household.

There is separate advice on www.nhs.uk about :

- if you're at a higher risk of getting seriously ill from coronavirus
- about self-isolation if you or someone you live with has symptoms of coronavirus

To help yourself stay well while you're at home :

- stay in touch with family and friends over the phone or on social media
- try to keep yourself busy – you could try activities like cooking, reading, online learning and watching films
- do light exercise at home or outside once a day – see NHS fitness studio: exercises you can do at home.

If you need medical help for any reason, do not go to places like a GP surgery, pharmacy or hospital.

If you have symptoms of coronavirus (a high temperature or a new continuous cough) use the 111 coronavirus service (www.nhs.uk)

If you need help or advice not related to coronavirus :

- for health information and advice, use the NHS website (www.nhs.uk) or your GP surgery website
- for urgent medical help, use the NHS 111 online service (111.nhs.uk) – only call 111 if you're unable to get help online
- for life-threatening emergencies, call 999 for an ambulance

Read the full advice on protecting yourself if you're at high risk from coronavirus on www.gov.uk

If you live with someone who has symptoms of coronavirus, you can get an isolation note, you **do not** need to get a note from your GP. *(There is a process to follow electronically via the NHS website – check the link on the Hanscombe House website)*

Only call 111 if you cannot get help online

For further information go to nhs.uk/coronavirus or gov.uk/coronavirus

For those who are in self-isolation, here is some additional NHS advice from the website (www.nhs.uk)

To help yourself stay well while you're at home:

- drink plenty of water to stay hydrated – drink enough so your pee is pale and clear
- take paracetamol to help ease your symptoms
- stay in touch with family and friends over the phone or on social media, to help you avoid feeling low or lonely
- try to keep yourself busy – you could try activities like cooking, reading, online learning

and watching films

- do light exercise, if you feel well enough to

Appointments / Prescriptions information (April 14th 2020):

Please note, following advice from NHS England, the surgery has had to cease online booking of appointments via SystemOne due to the coronavirus risk. All patients must be triaged before seeing a Clinician. We are currently booking the following appointments with the Nurses subject to being COVID-19 triaged over the phone before you attend the appointment including Immunisations, Smears, Depo Contraception, Cancer Injections, Certain Dressing, pregnancy vaccines. We are also able to book over the phone appointments for the following; Asthma, COPD, HRT/Pill Check, Diabetes and Smoking cessation.

Prescriptions can be ordered on line via our website. The practice is still accepting requests by mail or through the door, however, these must be marked with the pharmacy name you would like to collect from as our doors remain closed to collection for the time being. The practice is currently promoting e- consultation and electronic repeat dispensing, in line with NHS England guidance, for those patients who are deemed suitable - all details can be found on the Practice Website.

Additionally, to help our Pharmacies, please only request the medicines you require, as there have been a few challenges with certain supplies of drugs and there is no need to panic. Note that Bengeo pharmacy now has a good paracetamol supply (April 7th).



Health & Wellbeing

Walking/Cycling

In line with government guidance, we are encouraged to take "one form of exercise a day, for example a run, walk or cycle - alone or with members of your household" and adhering to the 2m distance rule. Around Hertford we have many excellent foot paths, bridleways and country lanes for walking and cycling. You can get some route ideas on the Hertfordshire County Council website.

Panshanger and Hartham Common offer local outdoor spaces, but please remember the social distancing guidance and respect ALL users. Ideally, please stay local to where you live.

One of our PPG members spotted this website which you may also find useful if you would like to track your progress as an individual or a family : www.walk1000miles.co.uk

Online exercises

For those of you who are online, there are a number of opportunities to keep fit through YouTube clips and/or searching for Pilates exercises, yoga workouts and general stretches which you can do from the comfort of your own sitting room. The livestreaming of the "Jo Wicks PE lesson " is proving very popular with families all around the country. There are a variety of online yoga classes as well as this simple exercise routine to do at home via www.bbc.co.uk.

Gardening in Spring

For those of you who do not have gardens and simply want to grow plants in window boxes – this is the time to give it a go ! Gardeners World is back on our screens on Friday evenings and the following website may also be of use : www.gardenersworld.com where you can check out how to grow herbs in your window boxes, amongst loads more interesting gardening tips and facts. As we move into spring for those concerned about hay fever symptoms, then you can see a full listing of symptoms on the NHS website in the "Health A-Z" with additional information on the Asthma UK website.

Cooking

Eating well and staying healthy during this anxious time is so important. This may be a lot easier for some than others and so it is key to recognise the importance of providing easy recipes, simple cookery tips for families, friends and those living alone.

I found an article called " food & nutrition tips during self quarantine" on www.euro.who.int which also has some

healthy recipes.

For Jamie Oliver fans, he has a great programme on Channel 4 called “Keep cooking and carry on” which has many recipe tips, especially when we may not have all the standard store-cupboard items anymore.

There will also be a daily “Kitchen Live” to be broadcast on the BBC and is intended to provide inspiration for people with limited food sources.

Healthyminds

Having good mental health helps us relax, achieve more and enjoy our lives more. There is some expert advice and practical tips to help us look after our mental health and wellbeing on the NHS website on “Every mind matters” which can be found via www.nhsinmind.co.uk



Entertainment/ Education

Books

This is an ideal opportunity to catch up on some reading and maybe revisit some old classics.

Audiobooks and eBooks are available from many sources and whilst our Hertfordshire libraries have had to close at this time, they do offer a number of online services (includes magazines and newspapers) and they can be found at www.hertfordshire.gov.uk

Online courses

There are many free online courses available now with examples being www.futurelearn.com and the Open Learn website which is www.open.edu

Children

There are numerous resources for children during this challenging time for families, especially around support for home-schooling including 123homeschool4me.com. The BBC are starting a series of daily programmes from April 20th which will include quizzes, podcasts, videos and accessed via the BBC iplayer, red button, BBC Four and BBC Sounds.

During the holiday season, there are ideas on nature activities for children which can be found at www.woodlandtrust.org.uk

There are free editions of the “First Newspaper” for children and the link can be found via Twitter @FirstNews. A couple of other useful websites include workingmums.co.uk and home-start.org.uk For the Easter holidays, there are some ideas posted at hertfordshire.gov.uk

Entertainment, arts and crafts

The National Theatre are streaming live performances on Thursdays and more information can be found at www.timeout.com/london/news. Local Hertford theatre information can be found at their website : www.hertfordtheatre.com or calling 01992 531500.

Kirstie Allsopp will be offering the nation creative ideas and crafty projects and this can be found on Channel 4.

Singing along in virtual choirs is proving to be very popular. You may wish to checkout the Gareth Malone website or joining the sofa singers...direct from your couch.

With museums and art galleries in shutdown, there is a 4-part series called “Museums in Quarantine” on Channel 4 too. The BBC Sounds app has loads to offer if you enjoy drama, documentaries or podcasts and also checkout www.arts.com

Maybe this is a time to dig out some jigsaws and old board games from the loft ?



OTHER USEFUL SITES/ GENERAL INFORMATION

Volunteering opportunities in the Community

There is a social prescribing service for residents/patients who may be feeling lonely, isolated, experiencing high anxiety and/or living with depression who can receive support from this East Herts Social prescribing Service (EHSPS).

Helene, as the Social Prescriber/ Link worker in the Hertford Primary Care Network (PCN) is extremely keen to identify new volunteers during this time of the COVID-19 pandemic to help with shopping, prescription pick-ups, dog walking or befriending by phone. If you or a member of your family/ friendship group can spare some time, please contact Helene at the following email address : helene.evans1@nhs.net and please email a copy of your DBS certificate along with some photo ID (passport or driving license etc).

Note –Helene is also happy to take referrals for anyone who needs support with any non medical problems.

Patients with Cancer

The constant news about the coronavirus can be worrying. People with cancer and their families might feel especially worried about the virus, as cancer and its treatment can lower your ability to fight infection. There is some valuable information on the official cancer research UK website :

www.cancerresearchuk.org

Age UK

This excellent organisation provides free information and advice to help on many topics and looks at how to stay safe and well at home, connecting digitally and general care & support. Their website is

www.ageuk.org.uk

Shopping for the elderly and vulnerable

Hertshelp is a network of community organisations in Hertfordshire working together. If you know of someone who is vulnerable at this time of the coronavirus pandemic, then this is an additional resource. There is a simple form to complete on their website www.hertshelp.net or they can be contacted via 0330 200 0103.

The main supermarkets such as Sainsburys, Tescos and Marks & Spencer are all offering specific slots for the elderly/vulnerable (the times do vary, so please check with individual stores). There is a preference (where possible) for “one adult per household” in the shop and for everyone to shop & queue at a social distance of 2m apart.

Carers in Herts (carersinherts.org.uk)

There is valuable coronavirus guidance for carers at this difficult time, as well as ideas about things to do at home, exercise suggestions and how to make a “Memory box” . These can all be found on their website or by calling 01992 586969.

East Herts Council (EHC) – Bin collections

From **Monday March 30th**, all brown garden bin collection has been SUSPENDED. For the foreseeable future, please can you place all food waste in your black bins for collection.

Here is the wording from the EHC website if you are self isolating which may also be useful :-

If you're self isolating due to suspected or confirmed Coronavirus, please take the following steps:

1. Place all contaminated waste (such as tissues) in a bag and seal securely
2. Place this bag in another bag and tie securely
3. Store the bag away from other waste and recycling for three days and then place in your general waste as normal

