



# St James' Surgery

## NEWSLETTER

# CORONAVIRUS

At St James' Surgery, we will be keeping you and our staff safe by limiting face to face contact by doing so we are providing a mixture of telephone and face to face appointments and utilising our online eConsult service.

In line with Infection Prevention Control guidance issued to health care settings and advice from the Kent & Medway CCG, we have decided that patients and staff will still be required to wear masks. We are also continuing with all of the processes and procedures we currently have in place, including telephone appointments as first line.

For more information and advice about Coronavirus including symptoms, getting a test, self isolation and Covid vaccination passports/ certificates please go to:

- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.gov.uk/coronavirus>

## COVID 19 VACCINATIONS

To book a Covid 19 Vaccination please go to:

<https://www.gov.uk/get-coronavirus-test>

or call 119

Booster Vaccine Information:

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-booster-vaccine/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-booster-dose-of-the-coronavirus-covid-19-vaccine/>

Thank you to everyone for being patient with us during this time and we are very grateful for all of your support.



Website: [www.st-james-surgery.co.uk](http://www.st-james-surgery.co.uk)

What is **eConsult**? **eConsult** enables NHS based GP practices to offer online consultations to their patients. This allows patients to submit their symptoms or requests to their own GP electronically and offers around the clock NHS self-help information, signposting to services, and a symptom checker.

## Online Services

You can now order your prescriptions, make appointments and access your medical records from home.

To register please complete the forms on our website. If you wish to access your medical records we require **two forms of ID**, one of which must include a photo identification.

## Social Prescribing

### How can Social Prescribing help you?

Social prescribing can help you to have more control over your own health and find ways to improve how you feel in a way that suits you. Studies show that patients with social prescriptions get better and feel better faster than those treated with medicine alone. And because it works, it's happening more and more.

Contact the surgery if you would like more information on Social Prescribing.



## First Contact Physiotherapy

At St James' Surgery we are pleased to be able to offer eligible patients an appointment with our First Contact Practitioner (FCP).

### What is the role of a First Contact Practitioner?

The role of an FCP is to work within GP surgeries and offer physiotherapy appointments for patients with Musculoskeletal (MSK) conditions. This gives the patients immediate access to physiotherapy, as opposed to the traditional process where a patient would have to be consulted by a GP first, and then referred on to a physiotherapy department which usually involves long waiting times.

Having FCPs work alongside Doctors means less GP appointments are required, as reception staff can book patients directly in with the FCP, treatment is administered quicker and recovery is expedited. The benefits of FCPs are numerous, FCPs help to lessen the strain on already burdened GP practices and offer a higher quality of care for patients.

If you are over 16, an FCP is able to help with:

- all soft tissue injuries, sprains, strains or sport injuries
- Arthritis - any joint
- possible problems with muscles, ligaments, tendons or bone, e.g. tennis elbow, carpal tunnel syndrome, ankle sprains
- spinal pain including lower back pain, mid-back pain and neck pain
- spinal-related pain in arms or legs, including nerve symptoms, e.g. pins and needles or numbness
- changes to walking post-orthopaedic surgery

### Am I eligible to book an appointment with a FCP?



## Mental Health Practitioner

Our patients overall wellbeing and Mental Health are of great importance to us, so we are very pleased to advise that we now have a Primary Care Mental Health Practitioner (MHP) Louise Sparkles based at the surgery .

As an MHP Louise is able to offer assessment, intervention and support with your mental health needs.

Louise will also be able to signpost you to other services and refer you to secondary mental health care if required.

If you are experiencing, or have been diagnosed with any of the following, and are over 18, a MHP can help with:

- anxiety/ panic disorder/ phobia, depression
- personality disorder, bi polar disorder
- psychosis or schizophrenia.
- eating disorders
- if you are expressing suicidal ideation and or self-harm.
- learning disability and mental health needs
- diagnosis of or suspected ASD
- ADHD
- physical disability or pain which is impacting upon your mental health
- if you have a history of substance misuse and have other mental health needs
- memory loss/ cognitive difficulties

[Am I eligible to book an appointment with a MHP?](#)

To book an appointment please speak to reception or ask your GP.



## ST JAMES' SURGERY

2 Harold Street  
Dover  
Kent  
CT16 1SF

Phone:  
01304 225 559

Website:  
[www.st-james-surgery.co.uk](http://www.st-james-surgery.co.uk)

OUR  
PATIENTS,  
OUR  
PRIORITY

# Welcome

We are pleased to welcome Amy and Hollie to our Reception Team. We have been busy training and look forward to seeing you on the reception desk or assisting you with your telephone queries.

## Opening Hours

### Consulting Hours

**Monday**  
08:00 - 17:30  
**Tuesday**  
08:00 - 17:30  
**Wednesday**  
08:00 - 17:30  
**Thursday**  
08:00 - 17:30  
**Friday**  
08:00 - 17:30

### Telephone Hours

**Monday**  
08:00 - 18:30  
**Tuesday**  
08:00 - 18:30  
**Wednesday**  
08:00 - 18:30  
**Thursday**  
08:00 - 18:30  
**Friday**  
08:00 - 18:30

# Accessing your GP Practice

GP practices are facing huge demand, please be kind to NHS staff who are doing their best to help

How are GP practices working now?

All appointments are being triaged. This makes sure the people with the greatest need are seen first. We will see everyone in person who needs to be seen that way.

GP reception staff are a vital part of the health care team and ask questions to direct you to the best support. They are skilled in assisting with signposting and treat all information confidentially.

Why receptionists ask personal questions?

Why am I being asked questions on the phone?

You are triaged, which means assessed, to decide who needs:

- \* to be seen in person
- \* a phone consultation
- \* a video consultation
- \* help with a community pharmacy

Many GP practices now include a range of professionals (e.g. advanced nurse practitioners) who can diagnose and treat health conditions. This ensures that you can see the right person at the right time more quickly.

I wanted to see my GP, so why am I seeing someone else?

# Our Minor Illness and Practice Nursing Team welcome you to St James' Surgery.

We are a small team of highly qualified nurses who can assess, diagnose and treat a multitude of illness and disorders. We are here to provide many aspects of nursing care, from a simple blood pressure check, to complex wounds and Long Term condition care, such as Diabetes, Asthma and COPD. Our team consists of 2 Healthcare Assistants, and 5 qualified Nurses, 2 of whom are Nurse Practitioners, and we all specialise in different areas of care. We are a friendly but professional bunch of nurses who enjoy our roles, and most importantly enjoy helping our patients feel at ease whilst providing excellent evidence based care.

Our Minor Illness team consists of Becci and Dan, our Nurse practitioners, who can deal with day to day illnesses such as skin conditions, infections, and new onset musculoskeletal pain. They are able to prescribe and therefore you do not need to see a GP for these complaints. We can also see our housebound patients at home to ensure they do not miss out on vital care.

Our Nursing Team consists of Becci, Dan, Liz, Tara and Ruth, all qualified nurses who can deal with all your nursing needs such as venepuncture, health promotion, injections, wound care and immunisations. We also all specialise in different areas of long term disease such as Diabetes, COPD, Asthma, and Hypertension and can help you with these issues to find the best treatment, review and monitor these ongoing health needs.

Our Health Care assistants are Jaz and Gry, they are able to provide blood tests, ECG's, administration of B12 injections, reviews for your general health and well-being, and provide lots of health promotional information too.

We look forward to seeing you.

Becci, Dan, Liz, Tara, Ruth, Jaz and Gry.



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# Thank you!



**You need to wear  
a face covering  
in GP practices.**



We would like to thank all of our patients for your understanding, support and patience over the past 2 years during increasingly difficult times.

Whilst Covid restrictions have recently been updated, face coverings and social distancing measures will remain in place across healthcare settings.

This is so that we can all continue to play our part to protect our staff and patients, particularly those who may be more vulnerable to infections.

This will enable everyone to continue to safely attend hospital, GP surgery, pharmacy or any other healthcare settings for advice, care and treatment.