



Spring House NOVEMBER Newsletter

ISSUE 4

NOVEMBER 2020

A message from the Practice Manager

Special points of interest:

- *A message from the Practice Manager*
- *Important Information*
- *Update*

I am very glad to report that we still have our doors open despite two lock-downs. We did operate slightly differently at times but have remained open throughout the pandemic and certainly intend to always ensure that there is always staff in the building to support you all.

I would like to personally reassure you that we are following strict criteria and government/NHS England guidance for Infection Control. If you need to come to the surgery, it is perfectly safe to do so although you will be asked to wear a mask and the clinicians who all see you, will also be in full PPE so please do not be alarmed.

We invited an Infection Control team of experts in the surgery in October to assess our new ways of working and I am happy to report that we have since passed all areas of infection control and have been awarded a certificate to prove it.

As you have probably seen in the news recently, the diagnoses of all new cancers is at an all-time low as the public appear to be delaying seeking help. This is the main reason for this month's news-letter. Our health should be a priority. It is very important that we all seek medical help when we know it is needed and without delay. Please do not ignore any invites for cancer screening which is free on the. Cervical screening is carried out at Spring House by one of our friendly and professional nurses, so it is a good time to come to the surgery and spend just a few minutes have this done. You will not cross over with any other patients and will be shown out of the surgery following the procedure, through a different exit.

I do hope you are all keeping fit and well during these challenging times but we are all here to help you, if you require help with any health issues in the future.

Corinne Nightingale

IMPORTANT INFORMATION

“Most of us probably know that we should see a doctor if we have an unusual lump, but there are some other symptoms that you should get checked out, even if you think they are just a natural part of getting older”.

It doesn't take long to either make that phone call or fill out an eConsult from on our website and we can get things sorted.

We can arrange appointments for you and if you need to go to the hospital for any tests, you will be cared for in a safe environment.

Your symptoms might not be anything serious, but knowing for sure will help put your mind at rest. And if it is cancer, finding it early makes it more treatable, so please just speak to your GP

Here are some of the important symptoms we should always take seriously:

UNEXPLAINED WEIGHT LOSS—Small weight changes over time are quite normal but if you're losing a lot weight without trying, you should get checked out.

SENSITIVE SKIN - Is your skin unusually pale? Has a mole changed shape or got bigger? Have you got a sore that is not healing? If so, call your practice.

COUGH! COUGH! - A cough is not only a sign of COVID—it could also be a symptom of cancer, especially if it lingers longer than a month. If your throat always feels hoarse, or it hurts to swallow, please get yourself seen.

TOILET TROUBLES - If you need to visit the loo more often, it's painful, or if you find it hard to go even when you want to, talk to your GP. If you see blood in the toilet bowl, please get checked.

FEELING BLOATED - We want to hear from you if you feel bloated most days, have discomfort in your stomach that won't go away or are regularly feeling sick. Don't be embarrassed about any of these symptoms, just get then checked out.

FATIGUE - There are lots of reasons you may feel more tired than usual, particularly as it gets darker earlier and we're not doing our usual activities. If you're feeling very tired for no clear reason, it could be a sign that some is wrong—speak to your doctor.

For more information about Movember, visit <https://uk.movember.com/?home>. To find out more about the different male cancers, visit <https://www.cancerresearchuk.org/about-cancer/men's-cancer>

Cancel out Cancer is a free session run by East and North Hertfordshire CCG where you can find out about cancer prevention, symptoms and the screening programmes available. They're now online, so to find out more to book a session, please go to <https://www.enhertscg.nhs.uk/cancel-out-cancer>

NOTICED SOMETHING UNUSUAL? KNOW THE FACT AND GET CANCER SYMPTOMS CHECKED

"It's just a little lump..."

"It's just a bit of blood..."

In recent years, November is the time when men grow often stylish but some unsightly moustaches to raise awareness of men's health issues as part of the 'Movember' campaign. Movember encourages us all to pay a bit more attention to our health, and get help if needed.

We want to get men talking about their health and know what to look out for.

Prostate cancer affects the prostate gland, which is walnut-sized and located at the base of the bladder. Men aged 75 or over are particularly at risk from prostate cancer and around 48,500 men are diagnosed with the disease in the UK each year. Symptoms of prostate cancer include having to pass urine more often, or with greater difficulty and passing blood.

Bowel cancer affects 42,000 people a year and symptoms can include blood in your poo, a change in how often you go to the toilet and losing weight. There is a screening programme for bowel cancer and those aged 60 to 74 will be invited to use a home testing kit.

Testicular cancer is relatively rare with only 2,300 men being diagnosed in the UK each year and most in their early 30s. The symptoms include a heavy feeling in the testicles, discomfort or pain in the same area and a lump or swelling.

If you are having any of these symptoms, please speak to their GP as soon as possible. Early diagnosis saves lives.

Dr Paulette Kabuubi says: "Knowing the common symptoms of cancer and talking to your GP if you are experiencing any of them is so very important. The NHS is open and here to help you, so please don't put it off if you're worried about something".

We would like to firstly thank you for your patience during this difficult time and would like to let you know how we are currently trying to resolve our appointment situation at present.

We are required to work under NHS guidelines and offer a telephone triage service, in addition to this we do have clinics available whereby a clinical decision will be made as to whether you will need to be seen as a face to face appointment with a GP. The number of appointments being offered is somewhat out of our control and whilst we do not want you not request an appointment we would appreciate your assistance, in that, if you are able to seek help at the pharmacy then please bear this in mind. Therefore, you will be asked a number of questions by our Receptionists', this is not to make a clinical judgement but to assist in steering you down the appropriate pathway

We are endeavouring to improve the situation as much as possible, putting all the necessary safety measures in place to protect both you and our staff. I am sure you can appreciate this all takes time and planning.

The majority of prescriptions are now sent electronically saving you the time of having come to the surgery and we are currently looking at all our patients and where possible introducing ERD (Electronic Repeat Dispensing) which allows us to prescribe several months' worth, this is all dependant on medication and the required attendance of medication reviews, which can also be carried out by telephone with our Pharmacist. These prescriptions will then be held by your nominated pharmacy eliminating late requests etc.

Due to COVID-19 insurance reports maybe delayed, again we will endeavour to deal with these within the necessary time frames but again we ask you to take into account the current climate.