

The Chapel Medical Centre

Patient News

Autumn 2020



The Autumn newsletter covers the following areas:

- Surgery Update
- The Chapel Online
 - Coronavirus
 - Flu Awareness
 - Stop Smoking
 - Health Clinics
- Wasted Appointments
- Patient Participation Group

Welcome to our patient newsletter, sharing information and updates on everything that's happening at The Chapel Medical Centre.

Surgery Update

All patients will be asked to wear a mask when visiting the surgery.

You will be asked symptom questions and your temperature will be taken before entering the surgery in line with COVID guidelines.

Currently we regret only one parent or carer will be allowed to accompany a patient.

If you or anyone you live with has coronavirus symptoms please do not come into the surgery. Instead follow the [NHS guidance on self-isolation](#) and visit [NHS 111 online](#) for more help.

The Chapel Online Surgery

The Chapel website is here for all your healthcare needs such as repeat prescriptions, accessing medical records and consulting with a doctor online.

If you already have access to your healthcare online then you can login via our website [here](#) or in your usual way.

If you don't currently have access to your healthcare online, contact the surgery where they will be able to help set this up for you: **03000 24 0001**

For any queries about your health The Chapel website is here to help and should from now on be your first point of call.

[Visit our website](#)

 econsult

Contact your doctor online and
get help by the end of the next
working day

GET STARTED



Don't forget you can now consult with your doctor online via econsult. Visit our website, follow the econsult link and fill out a simple form detailing your symptoms.

You will then be contacted by one of our GPs.

Coronavirus: COVID-19

If you or anyone you live with are showing symptoms of coronavirus or are awaiting test results for coronavirus then you must self isolate. This is when you stay at home and do not leave the house for any reason.

If you have any symptoms of coronavirus stay at home and arrange to have a test. Only get tested if you are showing symptoms.

Do not go to your doctors surgery or A&E.

For advice about your symptoms use the [NHS 111 online coronavirus service](#).

[Click here for more information on how to protect yourself](#)

Flu Awareness

Flu will often get better on its own, but it can make some people seriously ill. It's important to get the flu vaccine if you're advised to.

The flu vaccine is a safe and effective vaccine. It's offered every year on the NHS to help protect people at risk of flu and its complications.

If you normally have your flu vaccine at the surgery because you are in an at risk category please contact the surgery to discuss booking this in.

The best time to have the vaccine is from autumn, before flu starts spreading but you can have it later.

Flu symptoms can come on quickly and can include fever, a dry cough, sore throat, headache, tiredness, and an aching body.

Could it be Coronavirus?

If you have a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste, it could be coronavirus (COVID-19). Use the online symptom checker or book a test if this is the case.

Flu vaccine and coronavirus (COVID-19)

Flu vaccination is important because:

- If you're at higher risk from coronavirus, you're also more at risk of problems from flu
- If you get flu and coronavirus at the same time, research shows you're more likely to be seriously ill
- It'll help to reduce pressure on the NHS and social care staff who may be dealing with coronavirus

If you've had COVID-19, it's safe to have the flu vaccine. It'll be effective at helping to prevent flu.

Who can have the flu vaccine?

The flu vaccine is given to people who:

- Are 65 and over (including those who'll be 65 by 31 March 2021)
 - Have certain health conditions
 - Are pregnant
 - Are in a long-stay residential care
- Receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- Live with someone [who's at high risk from coronavirus](#) (on the NHS shielded patient list)
 - Frontline health or social care workers

Stop Smoking

Stopping smoking is one of the best things you can do for your health.

There are lots of support options and treatments available to help you quit.

The treatment you choose depends on multiple factors such as your current health, your age, whether you are pregnant as well as personal preference.



Treatments are available from shops, pharmacies and on prescription from your GP surgery.

You can speak to your GP or a stop smoking service for help and advice on the best course of action for you.

The most common courses of treatment are as follows:

Nicotine Replacement Therapy

NRT is a medication that provides you with low levels of nicotine without the other poisonous chemicals present in tobacco smoke. This can help to ease the withdrawal symptoms which may occur.

Its available in a variety of forms such as patches and gums and is available at shops and pharmacies.

Treatment usually lasts 8-12 weeks as you gradually reduce the dosage and stop.

Always read the leaflet before using NRT to make sure it is suitable for you, if you are unsure check with your doctor first.

E-Cigarettes

E-Cigarettes are a device that delivers nicotine in a vapour, removing most of the harmful effects of smoking as they don't contain tar or carbon monoxide.

Research has shown that they can help you to give up smoking.

There are different types of e-cigarettes available, your local vape shop will be able to help you.

Prescription Drugs

Varenicline (brand name Champix) and Bupropion (brand name Zyban) are prescription only medicines. They are both available in tablet form but you must see your GP to get them and they are not suitable for everyone.

Varenicline treatment usually lasts around 12 weeks and Bupropion usually between 7 and 9.

All treatments have side effects so speak to your GP or NHS stop smoking service for advice before you begin.

Visit the [NHS stop smoking service](#) for more help.

Its never too late to quit, so join in this Stoptober.

Health Clinics

We offer a range of health clinics and services at The Chapel Medical Centre covering all aspects of family healthcare.

It is important that you stay up to date with any health checks or screening tests in order to prevent the onset of certain conditions.

Visit the website for more information:

www.chapelmedicalcentreslough.co.uk

We run the following clinics at the surgery:

- Childhood immunisations
- Aches, pains & strains
- NHS Health check
- Cervical screening
- Family planning
- MSK clinic
- Smoking cessation
- Physio
- Minor ops
- Diabetes
- Chronic disease
- Weight management
- Adult immunisations



Wasted Appointments

If you no longer need your appointment please ensure you cancel it.

We are still experiencing wasted appointments. This costs the NHS money and stops other people who need help from getting it.

Over the last three months we have experienced a total of

235 wasted appointments

These are appointments that people have booked and then failed to turn up for without cancelling them first.

June:

87 appointments
27 hours 10 minutes wasted

July:

66 appointments
20 hours and 40 minutes wasted

August:

82 appointments
27 hours and 25 minutes wasted

THINK- don't waste GP appointments.

Patient Participation Group

Do you have an opinion about the practice, an innovative idea or would you just like to be kept up to date? If so, why not consider joining the Patient Participation Group.

This group is an opportunity for you to get together with other patients and practice representatives to discuss the issues that affect you most.

If you are interested in joining visit our website and complete the PPG sign up form or speak to a member of reception.

[Join the group online](#)

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