

Haltwhistle Herald

Monthly Newsletter for Haltwhistle

February promoting the Patient Participation Group, the NHS App, Shingles vaccinations and bowel cancer screening. May edition given over to our Partner the Living Well Service to promote services their Team offer such as Finance and wellbeing. September promoting the Autumn Winter 2024/5 Flu vaccination campaign article.

Please let Reception know of any suggestions for future content.



Haltwhistle Medical Group Patient Newsletter

Summer/Autumn 2024



Telephone : 01434 320077

Friendship Group

Two members of the Clinical and Administrative Team gave a talk on Wednesday 8th May 2024 to the Friendship Group who meet every Wednesday in the Haltwhistle Hospital Community room. The talk covered the NHS App, the role of the Care Co-ordinator, Care Navigation helping patients get the right support, at the right time. This might be appointments with Staff in Practice, Hub appointments, Additional roles staff, such as paramedic, pharmacy technician, musculoskeletal, Mental Health practitioners and the Living Well Service.

An overview of the 7 new services available at the Pharmacy First scheme was provided. These include Acute otitis media, impetigo, infected insect bites, shingles, sinusitis, sore throat and uncomplicated urinary tract infections (services differ for patient groups). Patients can self refer to the Pharmacy without contacting the GP Surgery. For more information on Pharmacy First visit: www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/



Raffle

The raffle held in June gathered together many prizes donated by kind staff and patients and raised £123 for the patient equipment fund. Thank you to everyone who donated and bought raffle tickets.



Vaccinations

RSV—Are you aged 75-79? This year you are eligible to get a vaccination for the Respiratory Syncytial Virus (RSV). RSV is an infectious disease of the airways and lungs which can lead to care in hospital. We will be inviting eligible patients between 19th – 30th August. For information on the vaccine, use the following [Guide to the RSV Vaccine for Older Adults - Health Publications](#)

Ask about the influenza vaccine today.
health.gov.au/immunisation



Flu — Dates for your Diary. We will be running our annual flu clinics during September & October. September appointments are for children and pregnant women. Appointments for over 65's and at risk patients will take place in October. We will be inviting eligible patients throughout September. We have pre-ordered a vaccination for all eligible patients, please attend your appointment when invited.

All vaccination appointments are now bookable via the NHS App. If you haven't got a mobile number on record, we will contact you to book you in or you can book via our Vaccination telephone line from 20th August line between 2pm – 4.30pm Tuesdays—Fridays days.

Help us to Help you Campaign

We have increased the number of routine GP appointments available to book online/using the NHS App. Thank you to all patients who are using the App to order repeat prescriptions, we have seen a huge increase in electronic requests and use of the App which is more accurate, efficient and provides you with information on your healthcare.



There have been two formal drop in sessions and one follow up session which have supported 7 patients to gain access to the NHS App with associated training.

Individual support has also been received by patients preferring support via the telephone to arrange access and proxy access to order prescriptions for family members. If you would like any support or wish to register interest for the next Drop in Session please let Reception know.

Breast Screening Mobile Unit

The Unit was in Haltwhistle during June and July 2024 to screen ladies over the age of 50. The local service was widely publicised by Haltwhistle Medical Group via Facebook, messages to patients and a welcoming breast screening nurse scarecrow (entered for the Scarecrow competition at the Haltwhistle Carnival).

The Facebook post received many comments of encouragement and was shared with more local people than any other post. Thank you for all of your positive engagement and thank you to the RVI Breast Screening Team for bringing this fantastic service to Haltwhistle.



Vounteering

Volunteers from Haltwhistle Medical Group and NHS Property Services have undertaken 2 days of volunteering to clear overgrown courtyards, remove leaves, cut back brambles and clear the ivy that was taking over the building and grounds. Both days were rainy and tested volunteers resilience. Further days are planned to plant up the tidied courtyard raised bed using funds donated by a generous patient and plants donated from Haltwhistle Ritemix Garden Centre.

www.haltwhistlegardenlandscapesuppliers.co.uk



We have embarked on a 'Did Not Attend' campaign to request patients who can not attend their appointments to cancel them in advance so we can offer the appointment to someone else. You can now cancel using the App or via our automated telephone cancellation line. The campaign will expand in the future to providing information on our Did Not Attend Policy.