



# Medicus Health Partners The Patient Voice



September 2021

**NEW OPTIONS FOR COVID VACCINE DELIVERY**

**MEDICUS - COVID QUICK INFORMATION**

## Medicus Health Partners - COVID Vaccination Clinic Leading NCL – In May 2021 we reached 100,000 vaccinations and we have not stopped now offering Booster COVID & Flu Vaccine at our Carlton House Branch and around Enfield on the NHS Vaccination Double Decker and Mini Bus.

Medicus Staff have been busy working in lots of locations around Enfield, you may have seen us in local shopping areas and car parks.

Anyone over 16 is welcome to either walk-in at MHP Carlton House in Tenniswood Road or visit one of the bus drop in locations.

Our mission is to get to everyone who wants a vaccine and also offer the Booster, you will receive a text message invitation, and currently we are seeing patients over 50 who had their 2<sup>nd</sup> COVID Vaccine 6 months ago.

Vaccine Mini Bus



Medicus Staff ready to receive patients on the Vaccine Mini Bus.

### In this Issue

- Alma Healthcare Centre Opens
- Focus on Diabetics
- News about Self Referrals
- Community INR Clinic News
- Flu Vaccines
- Upgrade for Medicus Locations

### Please Remember



It is still a requirement to wear face masks in Healthcare settings unless you are exempt.

So please bring a mask to all GP/Nurse/Clinic and Vaccine appointments – thank you for helping to keep everyone safe

### Vaccine Status

**GP's cannot offer letters for Vaccine Status, please download the NHS App or contact 119 to obtain written confirmation.**

Anyone over the age of 16 can have a COVID Vaccination

2<sup>nd</sup> Doses are only given 8 weeks after the 1<sup>st</sup> dose

Booster Vaccinations will only be offered 6 months after the 2<sup>nd</sup> Vaccine.

A walk-in service for all of the above is available at MHP – Carlton House in Tenniswood Road

### **Opening hours**

9am – 6pm – 7 Days a week

Currently 16/17 year olds are being offered one dose of the Vaccine

Children 12-15 – need to be accompanied by a parent or guardian and have underlying health condition identified in the guidance.

Flu Vaccinations are also being offer to eligible patients at MHP Carlton House.

If you need further help or information please call the COVID/Vaccination Team on

**0208 370 4900**

Press 1 for GP Services and then 1 for COVID/Vaccination Team.

# A Warm Welcome at Alma Healthcare Centre

On the 14th June 2021 we welcomed patients from Curzon Avenue, Dean House and Green Street to their new Healthcare Centre.

Everyone is settling in, and community services are now also offering services, Dermatology now run regular clinics here, there will be more to follow as we review healthcare needs within the area.

Alma Healthcare Centre is ready to accept new patients and we look forward to being part of the community as the regeneration scheme in the local area progresses and new residents move in.



Alma Healthcare Centre  
1 Woodall Road  
EN3 4GS

ALMA HEALTHCARE CENTRE – IS OPEN

Tel: 0203 883 1233

Email: [nclccg.mhp.alma@nhs.net](mailto:nclccg.mhp.alma@nhs.net)



## Message from Janice Downing – Patient Participation Group.

Since my last message to you much has happened we are all returning to a more normal way of life, able to visit family, friends and enjoy some welcome holidays and days out. Please still be careful, and consider having a COVID booster to offer extra protection. We

## Welcome Back

are also in Flu season and details are available later in this Newsletter regarding the vaccine.

Thank you for all your feedback regarding telephone messages, as you will hear Medicus have changed the messages and included some information directing patients quickly to support. We hope that this has helped.

The PPG will also be selecting a Health topic for each issue from now on, for this edition Diabetes is our focus, Debbie Hicks, has kindly given some very good advice – she is a Nurse Consultant and works for Medicus supporting Diabetic Patients.

Stay safe and well.

*Janice*

## Our Purpose

To give practice staff and patients the opportunity to, where possible, support the delivery of healthcare to patients.



To provide a platform for patients to make positive suggestions, and be an advocate for patient preferences when appropriate.

Great ideas come when we all work together.

You can now contact us via the Medicus Website, so if you have any ideas please get in touch.

# PPG - Supporting Patients with Diabetes



Living well with your Diabetes

Debbie Hicks,  
Nurse Consultant –  
Diabetes

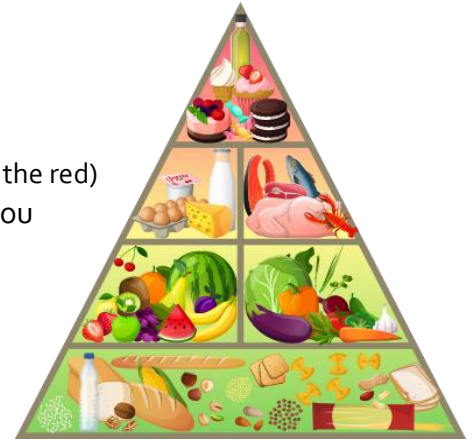
Hi to everyone reading this newsletter.

As some of you already know I have lived with type 1 diabetes for over 48 years and have delivered diabetes care for the past 31 years as a healthcare professional.

I know living with diabetes can be hard, and I also know that there are few helpful tips to help you get through the tough times. Healthcare professionals can be a massive support in helping you manage your diabetes, but success can only be achieved when you get involved in your own care.

I believe the treatment and care needed becomes easier to deal with if you learn about the things that will keep you and your diabetes healthy, such as:

- Learning about what your type of diabetes is
- Learning about what a healthy food intake looks like (green is good – avoid the red)
- Learning about what treatments are available and how they might help you
- Taking an active role in your diabetes treatment plan
- Learning about what 'care essentials' are and make sure you get them
- Learning how to prevent long term complications



## Care Essentials

Your diabetes should be monitored by your healthcare team on a regular basis, you should have:

- Retinal screening on your eyes to check that they are healthy and not affected by your diabetes (photographs taken of the back of your eyes)
- Blood pressure checks as high blood pressure can affect the way your kidneys and eyes work, plus high blood pressure will contribute to an increased risk of heart attacks and strokes
- HbA1c checks (blood test) as these measures how well your blood glucose has been managed over the preceding 3 months
- Cholesterol checks (blood test) as high cholesterol can also contribute to an increased risk of heart attacks and strokes. Smoking automatically causes raised cholesterol levels
- Blood salts and kidney function (blood test) to monitor the health of your kidneys
- Annual urine test to measure any damage to your kidneys
- Dietary review to ensure you continue to eat healthily
- Weight (BMI) checked to ensure you are at a healthy weight for your height
- Physical activity review as being physically active can help you to better manage your weight, blood glucose and blood pressure levels plus improve low mood.
- Smoking status as people who smoke are at an increased risk of heart attacks and chest problems



- Foot Examination to ensure healthy feet as high blood glucose and high blood pressure can cause damage to both the blood vessels and nerves to your feet. Looking after your feet is really important to avoid any problems with your feet.
- Sexual health can be affected by high blood glucose and high blood pressure can cause
- damage to both the blood vessels and nerves causing impotence.
- Emotional wellbeing as many people struggle to deal with the fears about having diabetes which can cause low mood.

### Education about diabetes

It might seem pretty overwhelming to think about all the information you need to take onboard to stay well with your diabetes, but you don't need to do this on your own or all at once. Over 3.9 million people have diabetes in the UK and there are some really good websites that you can access, free of charge, to learn more about diabetes such as:

[www.diabetes.org.uk](http://www.diabetes.org.uk) & [www.diabetes.co.uk](http://www.diabetes.co.uk)

Your local healthcare team can always refer you to a local education session

Remember you can always include a relative or friend to accompany you to any sessions for support. If you don't have access to a computer or the internet, then perhaps a friend or relative could help you access the online education.

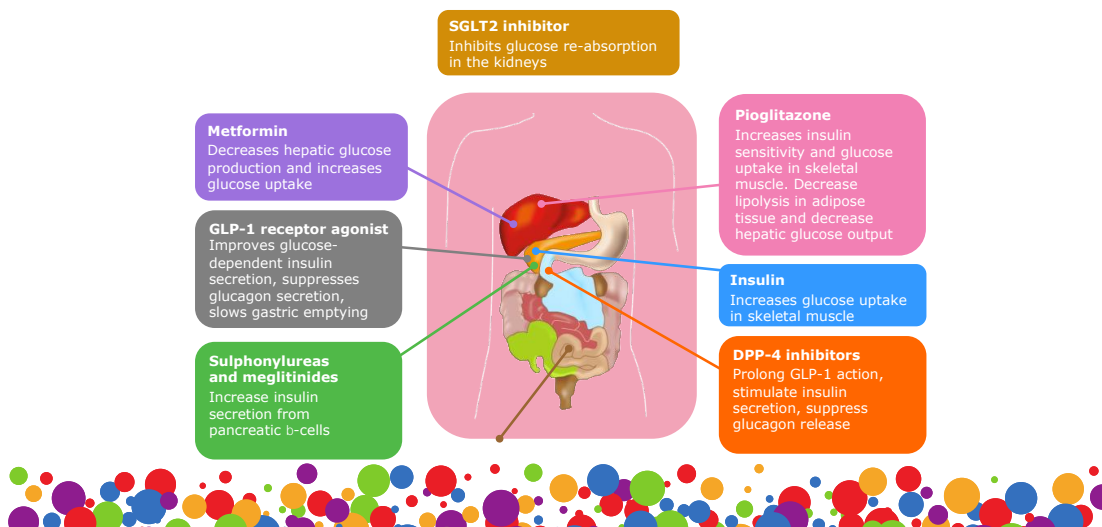
REMEMBER the more you learn about your diabetes the more you are able to understand what your healthcare team say to you about your care and treatment needed in the future.

Take care everyone

*Debbie Hicks*



### Diabetes medicines used in people with type 2 diabetes



FLU FAST FACTS

## Walk-in Flu Clinic

MHP – Carlton House – Tenniswood Road – EN1 3LL

7 days a week – 9am – 6pm

### Childrens Flu

Please book an appointment with your GP Surgery for Childrens Flu Vaccinations or Nasal Spray

### MORE INFORMATION

If you need further information, please call your GP surgery or the Medicus Vaccine Team on 0208 370 4900 (option 1 for GP Services and then press Option 1 for The Vaccine Team)

More details about Flu and the Vaccine can be found at

<https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>



### Who can have the flu vaccine?

The flu vaccine is given to people who:

- are 50 and over (including those who'll be 50 by 31 March 2022)
- have certain health conditions
- are pregnant
- are in 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
- if you are eligible you will be invited to attend

### Some Frequently asked questions about Flu Vaccine

Can I get Flu and COVID Booster vaccines at the same time/appointment?	You may be offered the flu and booster COVID vaccine simultaneously, subject to the availability of vaccine stocks.  The COVID booster can only be given 6 months after your 2 <sup>nd</sup> dose and 28 days after any COVID infection.
How do I book a Flu Vaccine?	You should receive a text message invite from Medicus Health Partners and your surgery, or call the telephone number below
Are there "Walk In" clinics running?	Yes, at Carlton House Vaccination Centre, 28 Tenniswood Road, EN1 3LL  Please Note: Walk-in Clinics are not for Children Flu – eligible patients over 18 only.
Will my GP know that I have had a Flu Vaccine?	Yes, we will make a record of your vaccination that will be sent to your GP

### Please note:

- If you have recently received a Shingles Vaccine, please wait 7 days before attending for Flu or COVID Booster
- If you're ill with a high temperature, it's best to wait until you're better before having the Flu Vaccine.
- Please do not attend for a Flu Vaccine if you have tested positive for COVID 19 or are waiting for a test result



## Extra Community Anticoagulation Appointments now Available

### About the Medicus Community Anticoagulation Service

We are friendly and approachable, readily available to be able to answer questions as they arise for both patients and clinicians and provide valuable patient education to assist compliance. The service has been based in community for Medicus for the last four years, the clinicians providing the service have over 10 years' experience specialising in Anticoagulation, with access to clinical leads both in Primary and Secondary care. The team work closely together, sharing learning and looking at ways to support patients, families and carers as they are referred into the service, try to make things as simple as possible, with support via phone and email.

The Medicus Anticoagulation Service operates five days a week across two of our branch sites, MHP -Trinity Avenue Surgery and MHP - Connaught Surgery, by Pharmacists Sally Brown and Joanna Webb.

Patients are able to enjoy the convenience of a community-based service that is quick and efficient. Regular testing can be seen as a chore and off putting for patients on warfarin. However, by providing a good, reliable, consistent service; this can take a lot of that extra pressure away.

Once signed up to the service, the patient will receive a telephone consultation on the morning of their appointment to check wellbeing and for any recent changes. This is followed up by a face-to-face appointment for the INR finger prick test and further advice regarding doses.

### Who can transfer to the MHP Community Anticoagulation Clinic?

- Any Patient who is currently attending a hospital clinic and is stable
- Patients who are recently diagnosed and need support and testing to be scheduled
- Your GP can also advise you and refer you to the service

### How to Contact us:

If you would like more information about this service to find out if it's suitable for you:-

Call Us on **0208 443 4922**

Phone lines are open 9am – 5pm Monday - Friday

Or email your details and we will contact you  
[medicus.anticoag@nhs.net](mailto:medicus.anticoag@nhs.net)

## Upgrading Medicus Sites

Other Medicus sites are now being prepared for extension and refurbishment.

Works starts soon at MHP – Carlton House, with new extension and site refurbishment, we will continue to offer all the services currently delivered, please bear with us as we upgrade the site.

MHP Lincoln Road and Willow House will also be preparing for construction work, extension and refurbishment for both are scheduled soon. We will keep you updated as the work progresses.



## Self-Referrals

If you require support from any of the services below, you can contact them directly.

Available to all patients registered with Medicus Health Partners

No need for a GP referral or letter. Just contact the service and complete the requested information.

If you are making a referral for someone else please ensure you have their consent before contacting the service

Service	Contact Details	Deals with
<b>Ear Specialists for Hearing Loss</b>  Clinics will start at Lincoln Road shortly – all bookings must go directly through the service.	<b>0203 456 5063</b>  Operates (9-5 Mon-Fri)  <a href="mailto:uclh.community.ear.rnent@nhs.net">uclh.community.ear.rnent@nhs.net</a> Emails response with 2 working days	Patients over 18.  Long standing & sudden Hearing loss  Patients can call or email
<b>Physiotherapy</b>	<a href="https://physioselfrefer.co.uk/">https://physioselfrefer.co.uk/</a>  <b>Patients register on the Portal for this service – link is available from our phone system for patients with mobile phones.</b>  <b>Number for patients without the internet</b> <b>03330 433966</b>	Patients over 16.  This service provides specialist assessment, early advice, and treatment for people with back, neck or joint complaints; problems following injuries; muscle or tendon problems or any recent changes in a long-standing condition.
<b>Counselling and Talking Therapy Services - IAPT</b>  	<b>Let's Talk Enfield</b>  <a href="http://www.lets-talk-iapt.nhs.uk/">http://www.lets-talk-iapt.nhs.uk/</a>  <b>Log onto the webpage and make a referral</b>  <b>Email: lets-talk-enfield@nhs.net</b>  <b>Number for patients without the internet</b> <b>0208 702 4900</b>  <b>Operates (8am-5pm Mon-Fri)</b>	Patients over 16.  Offering support for a range of common mental health difficulties such as depression and anxiety, OCD, PTSD and more.
	<b>Mind in Enfield</b>  <a href="https://www.mindeb.org.uk/">https://www.mindeb.org.uk/</a>  <b>Email: enfieldcounselling@mindeb.org.uk</b>  <b>Tel: 0208 887 1495</b>	Patients over 16  Free and Confidential Counselling service for people registered with a GP in Enfield and experiencing low mood.

IAPT = Improved Access to Psychological Therapies

## Helpful links and Information

Enfield Council has a dedicated website called **MYLIFE** with information and advice to help support residents within Enfield with their independence and wellbeing and for when circumstance change or where to go to find additional support. Below is a link which will bring you to the site to be able to find out more.

<https://mylife.enfield.gov.uk/homepage>

## COVID SUPPORT – Testing and Vaccine Status

To access current information about COVID-19, testing kits, testing centres you can go to **www.gov.uk** there is lots of information to support getting back to work.

Please call 119 if you need a letter to confirm your Vaccine Status.

Register for the NHS App, this will show you your Vaccine Status

<https://www.nhsapp.service.nhs.uk/login>

Download from the App Store for Smartphones and Tablets



## healthwatch

Healthwatch is the consumer champion for health and social care in England. Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to ensure their voices are



heard and responded to.

Healthwatch want to work with PPGs and Healthcare providers to support the needs, take part in research and make things better for patients.

<https://www.healthwatch.co.uk/> - to find out more.

Our Vision: To support and improve quality of life for our patients through the delivery of clinical excellence and compassionate care.

- Medicine
- Education
- Dedication
- Innovation
- Care
- Understanding
- Support

