



# HartBeat

THE HART SURGERY NEWSLETTER

AUTUMN 2023

Please email [bobicb-ox.hart.pm@nhs.net](mailto:bobicb-ox.hart.pm@nhs.net) with any feedback

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## STAFF CHANGES

### Farewell

Sadly, we are saying goodbye to Dr Jessica Sutton and Becky Rogers who are both leaving us. Dr Sutton will be taking up a post at a surgery closer to home and having moved home, Becky is also going to be working closer to home and making a career change.



Dr Sutton is leaving us. Dr Rogers is moving home, Becky is

We thank them for their contributions to the surgery and wish them both the very best of luck



### Welcome

We are delighted to welcome Dr Menaka Adikaram who will be joining us this month to replace Dr Sutton. Menaka completed her GP training at Goring and Woodcote Surgery and comes highly recommended by them.



### Introducing Kelly Hobbs, our new mental health specialist

- Supporting mental wellbeing for both patients and staff
- Carrying out mental health reviews
- Helping GPs with mental health triage

If you feel you would like a chat with Kelly, please mention it on your triage form

## VACCINATIONS

### Flu/Covid Clinics



Thank you for patience with the change of clinic dates after NHS England brought forward the Covid vaccine program due to a rise in new cases of Covid. Eligibility for adults this year is 65+ years those who are considered to

be high risk. See [here](#) for more information. We haven't yet received information about whether the under 18s are to have a Covid vaccination, but Children's flu clinics are available to book.

We still have availability on for adults on: Wednesday 4th, 11th and 18th October

### New Shingles Programme

From 1st September the shingles vaccination programme will be expanded. As well as continuing to offer the vaccination to those in their 70s from September 1st it will also be offered to:

- Patients who turn 65 (after 1st September)
- Patients over the age of 50-69 who are immunosuppressed

There are currently two types of shingles vaccine:

- Zostavax, a live vaccine (which cannot be given to those who are immunocompromised), given as one dose
- Shingrix, a non-live vaccine given as two doses, which is suitable for the immunocompromised.

We will be in contact when you become eligible or you can book yourself in if you have turned 65 since 1<sup>st</sup> September this year.

### MMR (Measles. Mumps. Rubella (German Measles).)

Cases of measles are on the rise in England and public health experts are calling for children, teenagers and adults to take up free vaccinations against the potentially deadly disease. Please

check your child's red book or contact reception if you are unsure whether your child has had their vaccination.

## CANCER CARE REVIEW CLINICS



The Hart Surgery are offering patients with a cancer diagnosis, an opportunity to have an appointment with Dr Jo Kyte in our new Cancer Care Review Clinic.

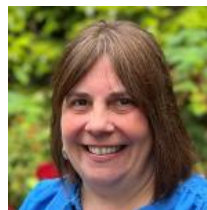
Dr Kyte has a special interest in Oncology and Palliative Care.

The aim of this clinic is to ensure that we are providing our patients with the best support we can, both during and after treatment. We will be able to advise on managing symptoms or changes in your condition that you may be experiencing and signpost you to other health care professionals or services that could be

helpful for you.

Verity Cooke, one of our Care Coordinators and an ex palliative care working alongside Dr Kyte. She will be contacting patients who are being appropriate for this clinic directly by phone or text.

However, if you would like an appointment to be seen in the Cancer please contact the surgery on 01491 843200 and Verity will contact you appointment in the next available clinic.



nurse, will be identified as

Care Clinic, to arrange an

## MAKING AN APPOINTMENT

## Request an Appointment



All GP appointments must be booked through our online form. If you have no access to the internet then you can call reception who will help you fill a form in. All online forms are triaged by one of our GPs, usually within the hour and in almost all cases you will be offered an appointment or your query dealt with on the day. The GP will decide whether a same day urgent appointment is medically appropriate or whether it can wait for up to 10 working days.

## DO YOU REQUIRE SPECIAL ASSISTANCE?



We want to make sure all our patients are able to access our services. Please let us know if you require special assistance eg

- You can call us from the car park if you would like us to bring out a wheelchair or assist you in getting out of your car
  - If you are hard of hearing and don't think you will hear when a clinician calls or would like to use our induction loop during your consultation please tell reception and also if your preference is for a face-to-face appointment rather than a phone call.
  - Let us know if you require letters or information in large print
  - If you are not confident speaking English and you would like us to book an interpreter
- If you have any further ideas of ways in which we can make your life easier, just let us know.

## CHECKING YOUR BLOOD PRESSURE



It is currently recommended that those over the age of 45 check their blood pressure (BP) regularly and anyone who has ever been diagnosed with high blood pressure (hypertension) should be checking theirs at least 6 monthly. High blood pressure (over 140/90 or 150/90 in the over 80s), which may be symptomless, significantly increases your risk of serious illnesses such as heart attacks and strokes.

We would recommend that anyone with hypertension buys their own upper arm BP monitor (less than £20) and lets us have readings at least every 6 months. We also have our own self-service BP machine at the surgery and Boots, Henley Pharmacy and Tesco all operate a free blood pressure monitoring service.

## PRESCRIPTION REQUESTS




We apologise that last month we had to occasionally turn our prescription phone off. This was due to unexpected and unavoidable staff absences.

This is also a reminder that we cannot accept prescription requests by telephone. Repeat prescriptions may be requested one of the following ways.

- By email using [hart.prescriptions@nhs.net](mailto:hart.prescriptions@nhs.net)
- Using the Repeat Prescription form on our website
- Via the NHS App
- Via Patient Access
- Putting a written request in to prescription

## THE NHS APP



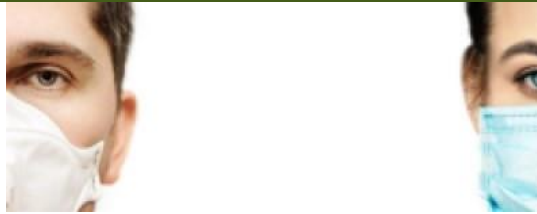
# NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

We would recommend that anyone who has a Smartphone installs the NHS App. As well as a simple way to book appointments, access health records, order repeat prescriptions (it lists the current medication you are on) and get health advice. As part of a national pilot, patients will now receive text message from surgeries (sent via AccuRx) via the NHS App Messages inbox. If patients do not read the message within 3 hours of it being sent, it will then be

sent by SMS which costs the NHS more. If a patient doesn't have the NHS App, the message will automatically be sent via SMS. The NHS App can also be accessed via the [NHS website](#)

## WEARING MASKS



There has been a rise in Covid cases and Covid hospital admissions nationally after new variants emerged this summer. We would like to ask any patients who attend the surgery with any symptoms associated with Covid (eg fever or coughing) to please wear a mask to protect others around them.

This is to ensure we can continue to protect our most vulnerable patients who may be in the building when you visit.



[Visit our website here](#)

The Hart Surgery, York Road, Henley-on-Thames

We hope you found our Newsletter relevant. However, if you'd rather not receive future Newsletter emails from us please let us know by emailing [thehartsurgery@nhs.net](mailto:thehartsurgery@nhs.net) and we will note that you do not wish to receive non-clinical information by email