

THE PRACTICE INSIDER

Three Chequers in Cohorts

Throughout the challenges of 2020, the Practice has placed a huge emphasis on Patient and staff safety; as part of our continued efforts to keep you, our staff and our service safe, the Practice made the difficult decision to separate our workforce into 2 Cohorts - or bubbles. This means that cross-site travel is now forbidden for staff.

In short, this means that none of our practice team can move between the sites not in their Cohort (Three Swans / Winterslow; Endless Street / Porton), reducing the impact that one 'asymptomatic spreader' staff member (someone who has an infectious illness but shows no symptoms) can have on the entire Practice's ability to provide you with the Medical care you need.

As part of this, we have opened Endless Street more fully to allow for appointments with Doctors, Nurses and Healthcare Assistants at this site, too.

As with Three Swans, we are only allowing people into the surgery if they have a face-to-face appointment, our waiting room is socially distanced, patients must wear a mask and all other screening and safety measures

All normal channels of communication between the sites are running, so there should be no negative impact to the care you receive from us. ***As always, we are here for you if you need us.***

At a glance...

| | | | |
|----------------------|------|----------------|------|
| Cohorts | (p1) | Vaccine Update | (p5) |
| Christmas Jumper day | (p2) | Don't Miss Out | (p6) |
| Every Mind Matters | (p3) | Thank You | (p7) |
| Winterslow Update | (p3) | Referrals | (p7) |
| Carer's Corner | (p4) | Porton Closure | (p8) |

Three Chequers Christmas Jumper Day!

Friday 11th December was Save the Children's Christmas Jumper Day, which Three Chequers was proud to support.

Staff across all roles brought in their festive best and donated a minimum of £2 each to this wonderful Charity.

All told, the Practice raised **£125.30** for Save the Children and, hopefully, brought a bit of extra festive cheer to all of our patients who visited us on the day.



Above, the Endless Street cohort getting in the Christmas Spirit; below (left) some of the Admin and Workflow team taking a selfie of their efforts; below (right), some of the Three Swans Cohort for a very choreographed-looking photo (it is exceptionally difficult to get 7 people looking in the same direction! This was attempt number 9!)

As you will have guessed—we were all on Father Christmas' "Nice" list this year!



Every Mind Matters

2020 was, undoubtedly, the toughest year of many of our lives', putting incredible stress on individuals, families and the health of all of us in strange and unexpected ways.

Individually, we have lost more in 2020 than could have been anticipated this time last year; holidays, jobs, homes and, sadly, loved ones.

Collectively, we have endured two lockdowns (and a third ongoing!) and almost a year of not being able to hug our friends or family.

Whatever your loss or however you're suffering; you are not alone. The NHS campaign "every mind matters" website is a treasure trove of information, support and help for anyone who's struggling - so if you, or anyone you know could do with some help, visit:

www.nhs.uk/oneyou/every-mind-matters/

Winterslow update

In stark contrast to everyone's social life grinding to a halt, Brickwood LTD have been hard at work making improvements to our Winterslow branch.

We are so *close* to completion now and we cannot wait to share our before and after photos with you all.

The brand new Dispensary is 50% larger than the old one and designed with efficiency at the top of the list of priorities to make sure that we can meet the demands of a growing Dispensing list.

Patients living in Pitton, Whaddon, Odstock, Nunton, Alderbury, West Grimstead, East Grimstead, Gomeldon, Porton, Coombe Bissett, Firsdown, The Winterbournes and Winterslow are able to benefit from this new, improved dispensary by becoming a Dispensing Patient of the Practice.

This means that if you live in one of these areas, have a repeat prescription and are a patient of ours (or are thinking of becoming one), we can dispense your medication for you to collect from one of 6 convenient locations.

Email the team to find out more:
prescriptions.3chequers@nhs.net

Carer's Corner

A Carer is someone who looks after a relative, partner, neighbour or friend who is unable to manage at home without help. This might be due to a disability, illness (physical or mental), substance misuse, eating disorder or simply because they are elderly and frail.



If you are a carer please let us know so that we can put our carers team in touch with you to offer you support and information.

We are very pleased to announce that the carers team at Three Chequers Medical Practice attained the highest level of accreditation from Carers Support Wiltshire **again** this year:

THE PLATINUM AWARD

The certificates were handed out “virtually” this year, and you can see a film of this on the surgery website. Well done to all of the team especially Clare, Lyn (Carers Leads), Floriana, Agnetha and Helen (Care Co-ordinators).

The Museum of the Lost and Found

We were delighted to be invited to take part in this virtual project with Wessex Archaeology.

A small group of carers and ex-carers met up online weekly to curate a selection of objects from the archive at Wessex which have been added to the “Museum of the Lost and Found”.

One participant commented: *“This lost and found project has been really interesting and an opportunity to make friends. It was fantastic to see the objects from the archive. I never expected to be doing homework tasks when I joined this exciting project!”*

You can visit the museum at

<https://www.wessexarch.co.uk/museum-lost-and-found>

COVID-19 Vaccine Update

After the fantastic news that brilliant minds across the globe have managed this incredible feat, understandably, many of us cannot wait to get this Vaccine and get on the *fast-train to normality!*

We, of course, share this enthusiasm for starting the vaccination process, however, we were not amongst the first waves receiving the vaccine. As disappointing as this was for all of us, it gave us time to plan, make sure the clinic is safe and ensure that we are able to continue providing our normal service as well as the vaccine.

Our vaccine clinics started on Saturday 16th January 2021 and patients are able to call the practice to book.

We recommend that you call the practice as soon as you can to ensure you get an appointment.

Please bear in mind that spaces are limited - so call quickly to avoid disappointment. Currently, we are only booking patients in line with guidance from the JCVI:

1. Residents in a care home for older adults and their carers
2. All those over 80
3. Patients over 70 and those who are Clinically Extremely Vulnerable (*though we will continue to prioritise those from the first two Cohorts until all of those patients, wishing to have the vaccine, are vaccinated*)

Full details of the priority for vaccination can be found on the [Government's website](#).

Information is being updated daily, and we want you to be kept fully informed as this information comes to light, therefore we now have a new option on our telephone service (option 9), whereby anyone wanting to hear the most up-to-date information does not have to wait in a queue to do so.

This information is also on our website. For those of you who wish to view it, here is the link:

<https://www.3chequers.co.uk/news/covid-19-vaccine-update>



Don't Miss Out!

This is the message from MENCAP if you have a Learning Disability. Did you know, for example, that you can get extra support when visiting your GP? All you have to do is add your name to the Disability Register.

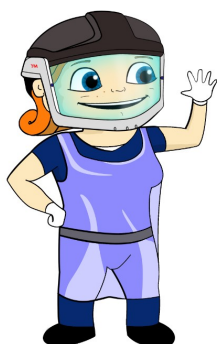
Being added to the Disability Register may also entitle you to a free Annual Health Check.

Check out MENCAP's fantastic guides and videos for more information.

Click the link below if you're reading this online or enter the following into any internet browser.

<https://www.mencap.org.uk/advice-and-support/health/dont-miss-out>

Be happy. Be healthy. Don't miss out.



Character designed by James Richards

Hot Hub Characters

James Richards designed these characters for our Hot Hub Character competition (from the Summer Newsletter).

I think you'll agree that these are really quite incredible efforts from James.

Stickers are now available for our younger visitors to the Hot Hub.



Character designed by James Richards

Thank you James!



Character designed by James Richards



Character designed by James Richards



Character designed by James Richards

Thank You

2020, more than any other, was a year where the community really pulled in to help each other out. More than that, the community repeatedly stepped up to help us provide care throughout this pandemic, for which we are exceptionally grateful.

From donations of PPE when this began, to the patients making face-masks tirelessly for our staff and other patients, one patient even made 8 sets of scrubs for our staff.

Looking back on the year, we have so many individuals to thank for kind donations, too many to list on here! We would like you all to know how much we appreciated every donation and that we are enormously grateful to have such a wonderful group of patients!

We would also like to say “thank you” to:

The Old George Mall for allowing us to use the former BHS store as a base for our Flu Vaccination Clinics. These have been extremely popular and over 5,000 of you have had your Flu Jabs using this facility. Which would not have been possible this year with Social Distancing at the Surgery - **Thank you Old George Mall!**

Winterslow Village Hall also very kindly allowed us to use their space for our Village Vaccination Clinics. These were very popular with our village patients and we are very grateful. **Thank you Winterslow Village Hall!**

We also hope you'll join us in thanking our staff; they have been diligent, incredibly resilient and hard-working since day one and have tirelessly trudged on throughout the pandemic - what an amazing team we have; **Thank you.**

Last, but by no means least; thank you to all of **you**. You have been understanding and patient whilst we got to grips with new ways of working and have adapted magnificently to the ever-changing landscape that is General Practice. It has been incredibly challenging, but without your support during this time, it would have been impossible. **Thank you.**

Referrals

As we know you appreciate, we do a huge amount of referrals on any given day, however, Sarum Referral Centre (imagine a “sorting office” for referrals) deal with an even larger amount of referrals daily.

We have worked closely with them for some time and, in an effort to make their processes more efficient, they may now contact you with appointments via your email address that is saved on your records.

Not only will this be more efficient and cost the NHS less it is a great “eco-friendly” alternative to the unnecessary use of huge amounts of paper!

All you have to do is give us your email address and, should you ever need referring - the department you're referred to has the option of emailing you.

Porton & Old Sarum Surgery Closure

Upon completion of the Winterslow Surgery works, the Practice will close the Porton & Old Sarum Surgery for approximately 3 weeks to allow the builders to work their magic.

The Porton & Old Sarum surgery will be closed from Monday 15th February 2021.

The surgery will have a makeover including new floors, refurbished clinical rooms and a much-needed lick of paint.

Anyone who usually picks up their medication from Porton can collect their medicine from the Winterslow Surgery. The Winterslow surgery will be open from 08:00 to 18:00, Monday to Friday.

If you cannot travel to Winterslow to collect your medicine, we will be offering a limited, temporary delivery service; please call the practice for more information.

01722 336441

Lines are open 08:00 to 18:30, Monday to Friday

We are extremely excited to have the opportunity to make these improvements to our branch sites and we trust that the short-term inconvenience of this will be vastly outweighed by the long-term improvement to the Porton & Old Sarum Surgery facilities and, eventually, increased appointment availability.

Thank you all for your support and patience during this time.

