

# Mann Cottage Surgery



## Dr Hywel Furn Davies

“It was the best of times, it was the worst of times” Charles Dickens; Tale of Two Cities.

Maybe that reflects our experiences of the last two years of battling with Covid 19. The worst of times was the isolation and the shielding of our most vulnerable and elderly patients. The loneliness and the mental health issues that came with this. People were unable to go about their normal work, interact with their friends or people they may rely on, their support networks or suddenly denied these. Many people became ill with Covid and sadly there were some deaths. Familiar faces in the surgery will not be seen again and are missed. However, it was in some ways also the best times, it reignited the sense of community spirit and a relevance to society that we had all forgotten. Lest not forget the huge efforts that the North Cotswolds made to enable general practice to administer over 60,000 vaccinations and we were the most successful vaccinating centre in the country!

However ahead of us are challenging times; the putting together and repairing of the NHS whilst dealing with the delayed treatments and long waiting lists with the aftermath of both physical and mental health issues that have arisen due to Covid 19 lockdowns.

Things won't be the same again and we all know that. Out of necessity, our communication with patients has changed, some of those changes were for the better and will continue. In particular, the new ways of patient contact such as video consultations, texting and emailing patients have become mainstream, which would have been unthinkable five years ago. However, it is so important that the choice of access to patients remains and we are determined to get ourselves back to where we were with face to face consultations and this is already happening now.

The staff at Mann Cottage Surgery have worked incredibly hard, Dr Bobrow and I are immensely proud of what the team has achieved in the last two years since we last wrote. In the very early stages of Covid 19 pandemic of when we were unaware of how severe the condition could be, what effects on life it would have for all of us including the subsequent mortality rate. These were very unknown in the beginning and I am proud to say that all our staff members stood up and were counted for in those dark days. They were sustained by wishes of goodwill and gifts of support; which were often edible and greatly welcomed!

I would like to finish by saying a huge thank you to the community that we serve. I hope you will all continue with us on our journey as we move forward with the next phases to recovery.

## An overview from Reception

We have some exciting changes in reception which some of you may have already noticed! We have welcomed two new members of staff to the team; Paola and Heather. Both have been learning the ropes the past couple of weeks to help your enquiries and make your care more efficient. Meanwhile both Lukas and Morny will be having a slight change of role. Your main receptionists will now be Helen, Di, Paola and Heather.

We have been overwhelmed by support, gifts and well wishes over the last couple of years during the pandemic from our patients and this kept all of us going through the hardest of times. Although we also recognise how frustrating the appointment system can be for some of our patients, please be assured that we are only ever trying our best to assist you and get you the best care possible.

We thank you for your continued support.

## Minor Operations and Cryotherapy

Please be advised there is a wait for these procedures due to the clinics being postponed during Covid-19. We appreciate your patience as we continue to book patients as soon as we can.



## Gentle Reminder

Please remember to keep us updated if your details change, for example:

- You move to a new house
- Change your telephone numbers
- Change your name

You can do this by using our contact form on the website or by speaking to a member of our reception team.

## Nurse News

Earlier this year we had the very exciting news that our practice nurse, Michelle, welcomed a baby boy in March. We wish her many congratulations and both mum and baby are doing well.

You may have also noticed we have a new face around the practice. Whilst Michelle is away, we have a new practice nurse called Lucy join us. Lucy will be with us for the year that Michelle is spending on maternity leave.

A further reminder that with coronavirus restrictions relaxing and people more freely able to go abroad; any travel forms should be submitted at least 6 weeks prior to your holiday please. This enables plenty of time for us to assess what vaccinations are needed and what we need to discuss in your travel appointment. It is important vaccinations are completed around two weeks prior to travel to ensure immunity has built up and some courses of vaccines do need to be given over the course of a month. The earlier the better for handing in these forms - thank you!

## A little note from Dispensary....

We would like to advise all our patients that the centralised prescription ordering line closed in March. Please be aware there are various avenues to now order your repeat prescription.

- Sign up and download the NHS app
- Register for on-line services with our reception team.
- Call the main surgery number and press option three to order your repeat or any medication queries

We are asking patients to give us three working days to issue your repeat prescriptions, this enables us to meet the growing demand from our increased patient numbers. For bank holiday medication, please ensure you give 5 working days' notice.

Sadly, we say goodbye to Jeanette who has moved to pastures new and we welcome Donna to the team!

## Useful Numbers

MIIU (Minor Injuries Unit)- 0300 421 8774

Xray – 0300 422 4488

Physiotherapy- 0300 421 8815

Gloucestershire Breast Screening - 0300 422 3786

GDASS (Gloucestershire Domestic Abuse Service)- 01452 726 570 or 0845 6029035

## Advice from the Secretaries

Given extended waiting times for several elective services at Gloucestershire Hospitals, a Customer Care Hub has been established.

The Hub will proactively contact patients who have been waiting a long time for treatment to provide reassurance that they remain on a waiting list and will be treated in due course. The Hub team will also ascertain whether there has been any change in the patient's condition. The team can take calls directly from patients who wish to make their own enquiries and will work in collaboration with the Community Wellbeing Service.

Customer Care Hub:

Monday & Wednesday, 8am – 6pm

Tuesday, Thursday & Friday, 8am – 4pm

Saturday, 8am – 1pm

Patients can contact the service on 0300 422 6360.

## Identifying coercive control and gaslighting:

- Questioning yourself constantly
- Concerned that you are too sensitive
- Easily confused
- Struggle making decisions
- Can't stop apologising
- Think you are always doing something wrong, not good enough and think you are making bad choices
- Unhappy for no reason and lost confidence
- Making excuses for abusive behaviour, excessive jealousy

- Restricting access to money
- Repeatedly being put down
- Stopping contact with friends and family/isolation
- Feeling guilty if you don't do what the abuser wants
- Forcing to do what they want
- Having to obey rules
- Controlling what you wear
- Wanting passwords to phone and social media
- Coercing to send private messages/photos to them and then threatening to use them



## Domestic Abuse

Please be advised that the surgery is a safe space for you to share any concerns you may have.

In the disabled toilet there is a box where you can provide your name, a safe contact number as well as a safe time for you to be called by GDASS (Gloucestershire Domestic Abuse Service). This box is checked daily.

