

# KNEBWORTH AND MARYMEAD MEDICAL PRACTICE

## *PATIENT PARTICIPATION GROUP NEWSLETTER*

*October 2020*

### **SOCIAL PRESCRIBING**

What are the things that are important to you at the moment? What does a good day feel like? How can I support you?

I'm Kevin, a new GP Link Worker attached to Knebworth and Marymead Practice, and three other Practices in Stevenage. I'm here to ask you questions like these, to give you time to help you explore what matters to you. Together we can look at how you can move closer to a better life, as you see it.

As a 'social prescriber', I can work with you to make sure you get whatever practical and non-medical support you need.

You may want to think about what you can do to improve your wellbeing, get more social connections or become more involved in the local community. Or you may be struggling with financial or emotional issues.

If you are feeling you'd like some extra support, are feeling isolated, overwhelmed or misunderstood, or aren't coping well with life at the moment for whatever reason, please contact the surgery if you are a Knebworth and Marymead patient. I can give you a ring - either once or a few times, depending upon what we agree.

For example, I could put you in touch with practical support, or help get you in contact with like-minded people so you can talk about whatever you are interested in or struggling with. I could even help you start a support group yourself.

I look forward to chatting with you.

*Kevin Pike*

## **PRACTICE NOTES**

### **Getting Back to Normal**

As we all continue to struggle with the problems and restrictions of Covid-19, the Practice is slowly but surely regaining some lost ground with regard to patients and appointments. For example, we now have a limited in-house phlebotomy service, currently only at Marymead but, hopefully this will extend to Knebworth in December when the main flu vaccination programme is completed. Our nurses are now offering most services including childhood immunisations, wound care, chronic disease reviews, general vaccinations and contraception including coil and Implanon clinics.

However, it is still necessary for the Practice to remain as Covid-secure as possible, and the vast majority of appointments will continue to be held as telephone or video consultations but if, as a result of this, the GP or nurse feels that a face-to-face appointment is required, this will be arranged.

### **Extended Access Appointments**

Even though we are in the throes of a corona virus pandemic, the Extended Access Service is still operational. These out-of-hours routine appointments are at the King George Surgery at 135 High Street, Stevenage SG1 3HT and can be arranged through the Practice at both Marymead and Knebworth reception desks by telephone on the usual surgery numbers. Extended Access appointments are available from 6.30 – 8.00 pm on weekdays and from 10.00 am – 2.30 pm on Saturdays, Sundays and Bank Holidays.

It is important to realise that these are for routine appointments and not for emergencies and they will be conducted as telephone or video consultations, and with face-to-face only when deemed necessary by the GP. The doctor at the Extended Access clinic can provide you with a prescription but any requests for tests or for referrals will be sent through to your usual doctor at our own Practice.

It should also be remembered that our own surgeries run out-of-hours clinics and these remain available for GP appointments, as telephone or video consultations, during the Covid-19 pandemic. These are held on Tuesdays from 6.30 pm to 8.30 pm and on Thursdays from 7.00 am to 8.30 am at one or other of our surgeries; check the location with our receptionists.

## **PHARMACY NEWS**

### **Lloyds New Pharmacy**

We are pleased to be able to report that, on Monday, 16th November, the Knebworth branch of LloydsPharmacy is relocating from London Road to their new premises, adjacent to Knebworth Surgery.

Their telephone number remains unchanged at 01438 813008 and their opening hours stay the same as at present.

As well as the pharmacy, Lloyds will continue to stock their usual range of over-the-counter medications, together with products for skincare, haircare, etc.

Although the pharmacy is in the same building as the surgery, from a business perspective LloydsPharmacy is quite independent of the Knebworth and Marymead Medical Practice but, of course, they will continue to welcome and serve the patients from the Practice who usually have their prescriptions dispensed by Tobi and his team.

## **Lloyds Home Delivery**

LloydsPharmacy are now charging for in-store home delivery of prescription medicines.

The charges are as follows:

Single Plan - £30 for six months, £60 for twelve months

Household Plan - £45 for six months, £90 for twelve months

The Household Plan enables all members of the household to benefit from the home delivery service.

There is also a one-off delivery charge of £5 for patients who are not in either of the above Plans.

In order to avoid these charges for home delivery, it is necessary to sign-up to their online service ECHO. This lets you order your medicines via your computer, tablet or smartphone. For further information see [echo.co.uk/homedelivery](https://echo.co.uk/homedelivery).

If you don't need to have your medicines delivered, you can still visit your local LloydsPharmacy to collect your prescription.

## **PPG MEETINGS**

Following a successful PPG Meeting by Zoom on 22nd September, it was agreed that we should continue these on a monthly basis. The next one will be at 7.00 pm on Tuesday, 20th October. If you are interested in joining this online event, please notify one of the PPG Officers (contact details below) so that you can receive the Zoom code and password, together with a copy of the Agenda.

The remaining Meetings scheduled for this year will be on Tuesday, 17th November and Tuesday, 15th December, both using Zoom. Please make a note of these in your diaries.

## **PPG CONTACTS**

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***Produced by The Knebworth and Marymead Patient Participation Group***