

# LIPHOOK & LISS

## SURGERY

### NEWSLETTER

ISSUE NO 21

SEPTEMBER 2020

## We are open!

In our July newsletter we explained how the practice was operating as we move out of lockdown. We are aware that the changes introduced to protect the resilience of our service have caused some concern amongst patients. Face to face appointments, following a telephone call with a clinician, are taking place, the extra step is to ensure your visit is absolutely necessary to reduce your risk of infection. The doctors do prefer to see patients in person however the current process will continue for some time as we learn to live and adapt to the pandemic and these new ways of working. To help you navigate the system efficiently and ensure all patients have their query or problem dealt with as quickly as possible please follow these simple steps:

- **When requesting an appointment** – The doctors have asked the receptionists to ask for details of your problem so that you can be directed to the right clinician or service. Please help us by providing this information.
- **On line services** – Please register for the NHS App, this can be used to access your records, view results, make appointments and order medicines.
- **Repeat Prescriptions** – Please do not leave requests to the last minute, order at least 5 days in advance.
- **eConsult** – available through our website, this provides an alternative method of obtaining non-urgent help and advice and raising a routine online consultation request, a sicknote or administration query.
- **Visiting the practice** – the front doors are open but please ring the door bell so that you can be guided into the surgery in the safest possible way.

Following the above steps will enable you to get the best from the practice. NHS England have asked practices to offer face to face appointments only where clinically appropriate as well as continuing to use remote triage, telephone, video and online consultations.

**Please be assured we are open for business!**



### Practice Opening Times

**Monday to Friday  
8.00am to 6.30pm**

### Join our Patient Participation Group

**“Have an Input into Decisions Affecting The Practice”**

We have had an active Patient Participation Group (PPG) now for over 10 years, meeting every 3 months to discuss the performance and operations of the Liphook and Liss surgeries. We are keen to expand the PPG to ensure we continue to fully represent the patients and therefore would like to here from any patient interested in joining the group.

## Important points to note

**Wash your hands regularly**

**Wear a face covering**

**Respect social distancing**

**Look after yourself**



HM Government



NHS

**CORONAVIRUS  
STAY ALERT TO  
THE SYMPTOMS**

**HIGH TEMPERATURE OR  
NEW CONTINUOUS COUGH OR  
LOSS OF TASTE OR SMELL?**

Find out how to get a test, and how long to isolate, at [nhs.uk/coronavirus](https://nhs.uk/coronavirus)

**STAY ALERT  
CONTROL  
THE VIRUS  
SAVE LIVES**

# Flu Campaign

Our winter flu campaign will start on **Saturday the 26th September 2020**. We will immunise the usual patient groups: 65 years and over, patients at clinical risks and children aged 2 to 3 years old. These will take place from **September**. We have been asked to immunise an additional cohort this year, those aged between 50 and 64 as well as the usual household members of (formerly) shielded patients. This will be undertaken when the Government gives us the go ahead to do so but is expected to be from November, dependent on the availability of additional vaccine supplies. The national demand is expected to increase from 15.1 million to 28.7 million doses this year. In delivering this campaign **we are following government guidance to ensure the most vulnerable groups are immunised first.**



## Vaccination Clinics.

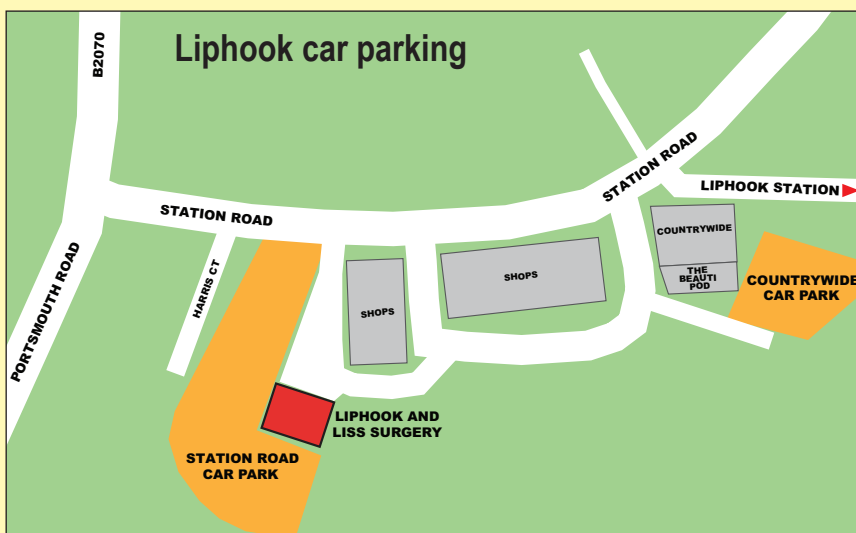
These Saturday clinics are only for patients aged 18+ who are in receipt of a barcoded letter.

Date	Age Group/Category
Saturday 26th September	Over 65's Only
Saturday 3rd October	Over 65's and patients at risk
Saturday 17th October	Over 65's and patients at risk
Saturday 24th October	Over 65's and patients at risk

We will be monitoring the level of uptake closely and offering additional opportunities as the campaign progresses. We will issue updates by text and letter to those who have not received a vaccination alongside information posted on our web site.

## Car Parking.

If you are travelling by car please note the following alternative parking availability



## Invitation Letters.

Patients eligible for the Saturday clinics – aged 18-64 at risk or aged 65+ - will receive a barcoded letter of invitation. Please tear off the strip at the bottom containing the barcode and bring this with you to the surgery when attending your immunisation appointment. Without it you will not be able to receive your vaccination.

## What can I expect when attending the surgery

To enable social distancing and continue business as usual activity, we have procured 2 marquees which will be attached to Liphook and Liss surgeries. Each marquee will have a number of vaccination areas, alongside heating and lighting.

Following the latest NHS England guidance our clinicians will be wearing a face mask and use hand sanitiser after each

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patient. There will be sufficient supplies of hand sanitiser. The guidance is constantly changing on the use of PPE we will advise you of these changes as they are announced.

The car parks at both practices will be closed from the 21st September 2020 until the flu campaign has been completed.

There will be limited disabled car parking at our Liphook site.

## Children aged 2-3.

Children who were aged 2 or 3 years old on 31 August 2020 (but not 4 years old on 31 August 2020) and older children at risk will be invited by text/email/letter to make an appointment at the surgery as in previous years. Social distancing will be observed- please abide by government guidance in relation to face coverings and so on.

Children aged 4 years up to school year 7 will be offered their flu vaccination as part of the schools program.

## Attending for the vaccination

- Please come as close to your allocated appointment time as possible.
- If possible do not bring others with you unless they are also receiving a vaccination.
- Please wear a face covering when you attend the practice.



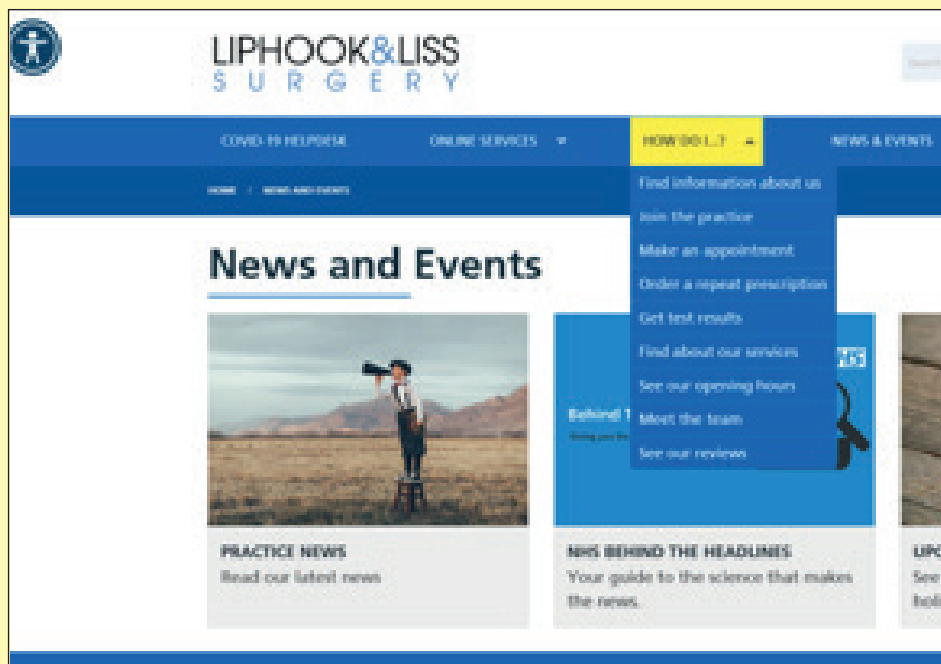
- Please wear suitable clothing (e.g. short sleeved top under your coat) so that you can be quickly immunised, typically your left arm.
- Bring your flu invitation letter – this letter is barcoded for identification

## Points to remember

- Book your appointment by telephone or online,
- Please note the car parking available – **YOU WILL NOT BE ABLE TO USE THE SUGERY CAR PARKS,**
- Watch out for updates by text message or on our web site.

## New Web Site

We are pleased to advise you that we launched a new web site this week. Please take a look at it. As a quick guide, if you visit the “How do I” tab in yellow below you will quickly access the commonly used services.

A screenshot of the Liphook & Liss Surgery website. The header features the practice name and a navigation menu with 'COVID-19 HELP PAGE', 'Online SERVICES', 'HOW DO I?', and 'NEWS & EVENTS'. The 'HOW DO I?' menu is open, showing options like 'Find information about us', 'Join the practice', 'Make an appointment', 'Order a repeat prescription', 'Get test results', 'Find about our services', 'See our opening hours', 'Meet the team', and 'See our reviews'. The main content area is titled 'News and Events' and includes a featured article 'PRACTICE NEWS' and a section 'NEWS BEHIND THE HEADLINES'.