

# SURGERY NEWSLETTER



FEBRUARY 2021

## COVID VACCINATIONS

The roll out of the NHS Covid-19 vaccination programme has started. The practice is working with the Leamington Primary Care Network to deliver the vaccination programme in accordance with NHS guidance.

We will be sending eligible patients an SMS message with a link to book your vaccine. This link asks you to confirm your DOB and does not ask for any financial information. If you do not have a mobile number, a member of the call handling team will call you to book your appointment.

Patients who are housebound or living in a residential care home will also be contacted by the PCN team.

We are aware that many eligible patients have received a letter from NHS England inviting them to attend a mass vaccination clinic, the nearest of which being in Birmingham. Please be assured that the Leamington PCN will also be contacting all eligible patients to invite them to a local clinic and there is no requirement to book your vaccination at a mass clinic. If you would like to attend for your vaccine locally, please await your telephone call.

**The South Warwickshire CCG have set up an email address and website for patient queries around the COVID-19 vaccine:**

The email address is:

[warnoccg.vaccinecoventrywarwickshire@nhs.net](mailto:warnoccg.vaccinecoventrywarwickshire@nhs.net)

The dedicated website is: <https://bit.ly/39wWEyp>

This website will be updated as information changes

Where possible, please avoid contacting your GP surgery with COVID vaccine queries as we are extremely busy. We appreciate your patience and you will be contacted when eligible for the vaccine.



## EXTENSION BUILDING WORK

Our planned extension of the building is due to start this month. We are extremely excited to expand our clinical and office space to improve patient experience when visiting the surgery.

The work will involve a two storey extension at the front and back of the building, creating 7 additional consulting rooms and clinical admin space.

We anticipate that the build will take around 40 weeks and the practice will remain operational throughout. We will be continuing to run services from the main building as the work will be completed in phases.

To keep our patients informed, we will be posting regular updates on our practice website:

[www.watersidemc.nhs.uk](http://www.watersidemc.nhs.uk)

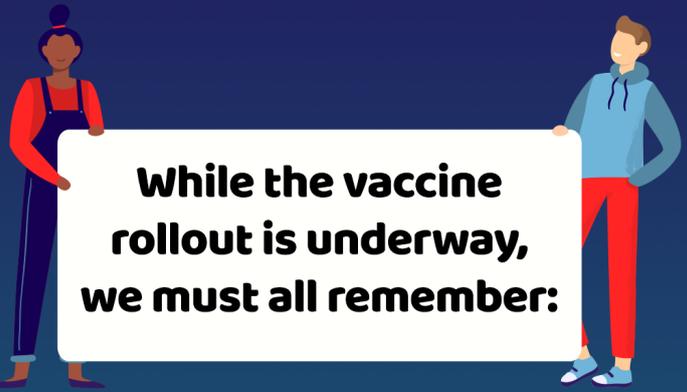
Your patience and co-operation during this build is greatly appreciated.



## STAYING SAFE DURING COVID-19



**While the vaccine rollout is underway, we must all remember:**



  
**HANDS**

  
**FACE**

  
**SPACE**

## TIME TO TALK DAY - 4TH FEBRUARY

Time to Talk Day is an annual awareness event which aims to get people talking about mental health, how you're feeling and end the stigma relating to mental health support.

The COVID-19 pandemic has meant that most of us have spent more time alone than ever before. Many of us will have experience loneliness and anxiety over the last year. Staying connected to others is extremely important, especially during these very challenging times.

This year's event is focussing on the power of small, because however you have a conversation about mental health - whether it's a quick text to a friend, a virtual coffee morning with colleagues, or a walk with someone you live with - it has the power to make a big difference.

As a practice we want our patients to know that there is always someone there to listen and support you during difficult times. Our fantastic team of social prescribers are available to discuss a broad range of concerns with you and signpost you and support you to live a healthy life. If you would like to speak to one of our social prescribers, please contact the practice.



## VOLUNTEERS TO SUPPORT LOCAL COVID VACCINATION CLINICS

The Leamington Spa Primary Care Network is co-ordinating a bank of local volunteers to support the running of the COVID-19 vaccination clinics.

Roles involve marshalling and supporting the flow of patients through the venues. Shifts can be booked via a central system once registered.

If you would like more information or would like to get involved in supporting this new national vaccination programme, please send an email to: [admin@watersidemc.nhs.uk](mailto:admin@watersidemc.nhs.uk) and we will send you the instructions to register.

## NEW PATIENT REGISTRATIONS

Do you know someone who has recently moved to the area or who needs to register with a GP practice?

We are accepting new registrations via our online web form: [www.watersidemc.nhs.uk/joinpractice](http://www.watersidemc.nhs.uk/joinpractice)



Register via our website

Contact the surgery online



## USEFUL CONTACT NUMBERS



|  |               |
|--|---------------|
| Out of Hours Service                         | 111           |
| NHS Direct 24/7                              | 111           |
| Mental Health Helpline                       | 0800 161 171  |
| Warwick Hospital                             | 01926 495321  |
| UHCW Hospital                                | 02476 964000  |
| Ambulance Transport                          | 01926 310312  |
| District Nurses                              | 0845 608 0275 |
| Extended Access Booking Line (Friday-Sunday) | 01926 695949  |

## WE VALUE YOUR FEEDBACK!

The team at Waterside Medical Centre work very hard to provide a high quality and responsive service to our patients but we are always looking for ways to improve our service and listen to what our patients have to say.

There are lots of ways for patients to have their say and we would love to hear from you with any comments you may have as to how we can improve our service to you.

 [admin@watersidemc.nhs.uk](mailto:admin@watersidemc.nhs.uk)

 @LeamingtonGPs

 @WatersideMedicalCentre

 01926 428321

"Tell us what you think!"



Comments cards are available in reception and we have a patient participation group who meet regularly.