**WELCOME !!**

** Patient Access Online**

Patient access is a new service offered by your practice.

With patient access you can now access your GP services online at home, work or on the move, wherever you can connect to the internet. What’s more, because Patient Access is a 24 hour service you can do this in your own time day or night.

At present if you sign up to patient access you can:

- Order your repeat prescriptions - Book your appointments

- View your repeat medication list - View your recorded allergies

This is a confidential secure system where your personal details are encrypted and protected using the highest internet security, so it cannot be intercepted.

To sign up for this service Please speak to a member of the reception team.

Hello and welcome to our practice newsletter. We have created this newsletter to help keep our patients informed of what’s going on within the practice, such as our achievements and new services. Please let us know if there is anything you would like to see regularly in this newsletter and we will do what we can to facilitate this. To get more involved, why not join our **Patient Participation Group** – for more details please ask at reception or visit our practice website: www.littlebusheysurgery.nhs.uk

**Staffing Update**

Dr Hawa joined the practice in 2018 as a salaried GP and soon became popular with the patients. He is leaving at the end of December as he wishes to broaden his horizons, diversify his portfolio, and apply his skills more widely.We wish him the best of luck as he moves on to a new adventure.

We are delighted to welcome to the team Dr Saloni Shah who was our ST1 trainee in 2018. She will join the practice team as a salaried GP in the new year.

**Appointment Access**

To help us manage the increased demand and improve appointment access, Practice protocol is to book an appointment with the most appropriate clinician from our Primary Care Team. The team includes Health Care Assistants, Practice Nurses, Nurse Practitioners, Clinical Pharmacists, Musculoskeletal Specialist and Mental Health Workers. Our reception team is trained in booking an appointment with the appropriate clinician. If they are unable to help you, they will refer you to a GP or appropriate service.

If you are unable to attend an appointment, please cancel it. You can cancel an appointment online via Patient Access or the NHS App. We have a high demand for appointments so please cancel your appointment if it is no longer required or you are unable to attend, so it can be released for other patients.

**Enhanced Access - Changes to GP Services in the Evenings and Weekends**

The NHS had asked practices to design a new service to provide appointments in the evenings and weekends (Monday to Friday evenings 6.30pm-8pm and Saturdays 9am-5pm) from October 2022.

From October 2022, additional appointments are provided by Herts Heath, GP Federation, from four hubs namely, Bushey, Radlett, Borehamwood and Potters Bar, on a rotational basis. Appointments are available with GPs, Advanced Nurse Practitioners, First Contact Physios and Clinical Pharmacists.

**Childhood Immunisation Programme**

Vaccination is one of the most important things we can do to protect ourselves and our children against ill health. Since vaccines were introduced, diseases like smallpox, polio and tetanus that used to kill or disable millions of people are either gone or seen very rarely. However, if people stop having vaccines, it is possible for infectious diseases to spread quickly again.

Unfortunately, vaccine uptake has reduced in the last few years and doctors are seeing cases of measles and mumps on the rise. Measles can lead to serious life-threatening complications like meningitis and mumps can cause hearing loss.

Please ensure you and your children get appropriately vaccinated

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**Cervical Screening**

Cervical screening is a free health test available on the NHS as part of the national cervical screening programme. It helps prevent cervical cancer by checking for a virus called high-risk HPV and cervical cell changes. Cervical screening is not a test for cancer, it’s test to help prevent cancer.

At a cervical screening (smear test) appointment, a nurse takes a sample of cells from the cervix using a small, soft brush. The test only takes a few minutes. The nurse will explain what will happen during the test and answer any questions you may have.

Contact the practice to arrange an appointment.

**Integrated Care Systems (ICSs) replace Clinical Commissioning Groups (CCGs)**

CCGs were responsible for commissioning most of the hospital and community NHS services in the local areas for which they were accountable.

From the 01st July 2022, CCGs were replaced by ICSs. The central aim of ICSs is to integrate care across different organisations and settings, joining up hospital and community-based services, physical and mental health and health and social care.

What this means for patients of Little Bushey Surgery?

The aim of ICSs is to provide care closer to patients’ homes and encourage health care providers to work more closely together to facilitate greater ‘joined up care’. If the goals are achieved, it should mean easier and better overall health care for patients.

The overseeing ICS for Little Bushey Surgery patients is the Hertfordshire and West Essex ICS.

A description of the ICSs can be found [here](file:///C%3A%5CUsers%5CVeena.Rawal%5CDownloads%5CLittle%20Bushey%20Surgery%20Autumn%202015%20Newsletter.docx)

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| **Christmas & New Year Opening Hours**The practice will be closed on the following days:Monday 26th December 2022 – Boxing DayTuesday 27th December 2022 – Christmas Substitute DayMonday 02nd January 2023 – New Year Substitute DayPlease order your repeat medication on time to last over the Christmas and New Year period.  |

Useful Contacts

[Carers in Herts](https://www.carersinherts.org.uk/) provides support and information to unpaid carers Tel: 01992 586969

[Herts Help](https://www.hertshelp.net/hertshelp.aspx) a network of community organisations in Hertfordshire working together to listen to and help patients find independent support, guidance and information they may need to get most out of life. Tel: 0300 123 4044

[Kids](https://www.kids.org.uk/) Independent support for parents/carers of disabled children with additional needs. Includes a free library. Tel: 01923 676 549

[Hertfordshire Health Walks](https://www.hertfordshire.gov.uk/services/recycling-waste-and-environment/countryside-management/hertfordshire-health-walks/hertfordshire-health-walks.aspx) Offers great walks around Hertfordshire – free – with trained walking leaders. All levels of fitness and ability. Tel: 01992 588 433

[Watford Community Car Scheme](https://www.w3rt.org/community_car) For elderly or disabled who must attend hospital/doctor’s appointments. It costs 65p a mile to cover expenses and they appreciate at least one week’s notice of journey details. Tel: 01923 216 955

[Hertfordshire Partnership NHS Foundation Trust](https://www.hpft.nhs.uk/) provides mental health and learning disabilities inpatient care and treatment in the community for young people, adults and older people in Hertfordshire. Tel: 0800 644 4101

[Kooth](https://www.kooth.com/) Online mental health wellbeing community to help with issues such as eating disorders, bullying, anxiety and depression. Online chat available 365 days a year up to 10pm