



## Coronavirus

As COVID-19 spreads, so do all sorts of bizarre and dangerous myths like “the new coronavirus is man-made” or that “handwashing isn’t effective”. In the face of an international public health emergency, it’s crucial that you get your information from the right places. Soap and detergent are excellent agents for breaking down the virus as they remove the fatty layer from its outer coat.

The most current information can be found by following this link:

<https://patient.info/news-and-features/covid-19-what-should-i-do-if-i-think-i-have-coronavirus>

Avoid using social media as your main source of news or health advice, especially from accounts, organisations or individuals with no medical qualifications or backing.

Lots of trustworthy websites, including Patient and Public Health England, are staying on top of the latest news about this coronavirus outbreak to help you protect yourself and your community.

## Hard Times

In these challenging times of worry and uncertainty, NHS clinicians and support staff, including those in our own Surgery, are under tremendous pressure. They deserve our admiration, gratitude and support. While responding to our health needs, they are battling to protect the health of all their other patients, themselves and that of their families, friends and loved ones.

During the current pandemic, we can all help to keep the Surgery functioning safely and effectively. Follow Government advice on self-isolation/social distancing. Telephone the Surgery to be screened for an appointment and do not go the Surgery to book appointments. If you think you may have caught Covid-19. Stay at home and use the on-line Coronavirus service:

<https://111nhs.uk/covid.19>.

If you do not have access to a computer, telephone the surgery for advice. Stay safe and, if you are able, look after your families, friends and neighbours.

***Eileen Pullinger***

## News from the Practice manager Jane White

We would like to welcome our new male partner who will be joining St Stephen's House Surgery on 2nd March 2020 taking on Dr Claire Carroll's patients.

Dr Chan Sivanesan grew up in Harrow and went to medical school in Nottingham. He completed his junior doctor training in Manchester and trained as a GP in Guildford. He has been working as a salaried GP in Bayswater. His clinical interests include palliative care and medical training.

## The M8 Body Monitor (The Pod)

The Pod has been a great success it has helped identify patients with high blood pressure which had not been screened before.

Unfortunately, due to the Covid-19 outbreak the Pod is no longer in use

## Patient Access Have you taken control?

Register now for online patient access. Each time you have a consultation with a clinician or test results are sent back from the lab, the details are recorded to build up your medical history and help with your future care. Patient Access is a website that displays information from the practice's system and allows you to:

1. View and book available appointments.
2. View your medication and request further prescriptions.
3. Send messages to your practice.
4. View your medical record.

## How to register

Follow this simple link which will explain

<https://support.patientaccess.com/registration/register-without-a-letter>

Link your account to the NHS App

The NHS App gives you a simple and secure way to access a range of NHS services on your smartphone or tablet.

## The NHS App

Follow this link to see a demonstration:

<https://www.youtube.com/watch?v=421wy0ND9Ls>

And here for a detailed demonstration for signing up:

[https://www.youtube.com/watch?v=4nRhmJ\\_tII4](https://www.youtube.com/watch?v=4nRhmJ_tII4)

## Proxy access

A unique new feature has been released for Patient Access. You can now request to act as a proxy for children, relatives and dependants that you care for using Patient Access.

This enables a parent, family member or carer to act on behalf of the patient with their access tailored accordingly. The proxy feature has gone through rigorous analysis to ensure there are no data privacy risks.

Appointment booking, repeat medication requests, messaging and, where applicable, access to medical records, can easily be accessed by the proxy once a relative or person has been linked.

<https://support.patientaccess.com/proxy>



## Help Yourself, Help Your Practice

*"LIVI is an app that lets patients see a GP by video in minutes on their mobile or tablet. Because when you're ill you want to see a doctor fast and from wherever you are".*

Our practice has partnered with LIVI. This means that you can see an NHS GP by video – FREE ON THE NHS

You can download the LIVI app free.

Sign up and select your existing GP practice for our free NHS service. If you're not yet eligible you can choose to use our pay-as-you-go service instead.

Book an appointment – at a time that suits you  
See a GP in minutes or book up to 7 days ahead. Your GP will call you in the app to start your appointment.

Get medical advice, prescriptions & referrals  
Our GPs can offer medical advice, prescriptions delivered to a pharmacy near you and referrals to a specialist, if necessary.

## Be prepared – add your children to LIVI now.

If you're a busy parent – and what parent isn't – LIVI can be a huge help. Getting medical advice in minutes when your child is ill – without leaving home – can be a real lifeline.

It's not just about convenience. Queuing in a busy waiting room can also be an ordeal for your little ones. Having a GP appointment with your child from home is a stress-free way to see a GP. And because they're in a familiar environment your child can be much more relaxed during the consultation.

You can use LIVI for children aged 2 and over. Once they are 16 years old they can join LIVI and have appointments with the GP by themselves.

To speed up booking, add your child in advance. We do need a copy of the long birth certificate – with details of both parents and child – for each child. Your child must also be registered at the same GP practice as you. Once you have their birth certificate, adding your child is simple:

1. Sign into the LIVI app.
2. Tap 'My Profile' at the bottom right of the homepage.
3. Click on 'My children' and then 'Add My Child'.

## The Appointment

As we're sure you'll understand, child safety guidelines dictate that our GPs can only treat a child when both they and the parent are present at the appointment.

If you have any other questions about using LIVI with your children, do get in touch with LIVI Support by email at:

[support@livi.co.uk](mailto:support@livi.co.uk)

or call 0330 808 2074

## Shingles

Shingles is caused by the same virus (*Varicella zoster*) that causes chicken pox.

Most of us had chickenpox when we were young, although some of us will not remember, or even be aware, of it. After you have had chicken pox, the virus never leaves your body, and it can remain in nerve cells close to the spinal cord without you being aware of it. For various reasons, later in life, the virus may become reactivated and go on to cause shingles. It is then called *Herpes zoster*.

Reactivation of the virus occurs in the nerve, and the skin that it serves develops clusters of painful, itchy, fluid-filled blisters that are full of the virus. They can burst, but eventually crust over, and heal. The blisters usually affect one side of the body or the other, often around the middle of the body, but sometimes on the head, face, and eye.

Shingles can be very painful, and tends to affect older people. The older you are, the worse it can be, and the pain can last for many years. It can affect your life negatively and prevent you from doing many things you usually enjoy.

Someone with shingles cannot give it to anyone else but, they can give chicken pox to anyone who has not had it before.

# Can you be vaccinated?

Yes! You become eligible for shingles vaccine as you turn 70.



For further information on Shingles follow this link  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/697573/Shingles\\_leaflet.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/697573/Shingles_leaflet.pdf)

# 2020 PPG Survey (Patient Participation Group) The results

During the month of February, we conducted a customer survey. The results were very positive.

The following link will take you to the results.

<https://www.facebook.com/195730271251238/photos/pcb.650015685822692/650013822489545/?type=3&theater>

## Upcoming Events Annual General Meeting & Quiz

Date: 18th November. To be held at the Peace Memorial Hall, Ashtead. The time will be announced later in the year.

## Facebook

Please like and share our page as it continues to grow, it can be found at:

<https://www.facebook.com/PPG-St-Stephens-House-Surgery-Ashtead-195730271251238/>

## The Waiting Room Books & DVDs

In the corner of the Waiting Room, you will always find a good selection of books and DVDs for sale.

As ever, a big thank you to all those patients who have so kindly donated stock to us and if you would like to donate to us, books and DVDs can be left with Reception.

# The Committee

The Patient Participation Group committee is currently made up of nine members, these are:

Eileen Pullinger – Chair  
Martin Riddle -Vice Chair  
Beverly Carter – Treasure  
Barbara Stevens – Secretary  
Christopher Ranger – Communications  
Simon Wass – Graphics and design  
Patricia Wiltshire  
Ian Oxly-Crawford  
Margaret Gray

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