

# Coleridge Medical Centre Autumn Newsletter

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## What's On at Coleridge Medical Centre

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As we move through autumn and ease our way into winter, there is one thing on the mind of all those who work at Coleridge Medical Centre—flu vaccines!

This season is always a busy time for the practice, and this year we not only have to set up and administer the flu vaccines, but we are offering the COVID-19 booster vaccinations as well. These boosters are only being offered to patients who received their 2nd COVID-19 vaccine 6 months ago, or more. If you receive an invite to book your

booster vaccination at a mass vaccination site before you are invited to the surgery, we encourage you to book at Greendale Business Park—only 6 miles from Ottery St Mary.

We are coordinating this vaccine rollout with our colleagues at Honiton and Sidmouth surgeries and, as you might imagine, this is another huge undertaking with 30 million folk in the UK likely to need the COVID-19 booster vaccine before the year is out.

As well as all GP surgeries in the country, we have been a little disheartened by the negative press recently. We

would like to reassure all of our patients that we still continue to offer face-to-face appointments. We have been doing this throughout the pandemic. And we are working incredibly hard to make it easier to access our services.

We do still limit the amount of patients we have in our waiting room, and this is because we want to ensure the safety of both the patients and our staff. COVID is still around us, and we must all continue take measures to keep us and our loved ones safe.

Thank you for all of your patience and support!

## Coleridge Medical Centre Goes Greener with Inhaler Switch

Are you one of our 1200 patients who has had their inhaler changed to Salamol? You might be wondering why . . .

Well, it might be surprising to find out that inhalers alone account for 3% of the entire NHS's carbon footprint. The most commonly used inhalers are Metered Dose Inhalers (MDIs). These typically have a metal canister which you push down into a plastic case to release a puff of medicine into your lungs while you breathe in. Their main ingredient is a

hydrofluorocarbon gas, which helps deliver the medicine into your lungs.

Hydrofluorocarbons (HFCs) are powerful greenhouse gases – thousands of times more potent than carbon dioxide.

Your inhaler can have a big impact on your carbon footprint. The most commonly used inhaler in the UK, Ventolin Evohaler™ has a carbon footprint of 28kg per inhaler. That's the same carbon footprint as the tailpipe greenhouse gas emissions of driving 175miles in a small car. Dry powder inhalers on the other hand

typically have a carbon footprint of less than 1kg.

We have changed your inhaler to Salamol (also an MDI), which contains the same medication (salbutamol) and is used in exactly the same way as your previous one (Ventolin Evohaler), but has a carbon footprint of 10kg per inhaler, rather than 28kg.

By switching your inhaler, we have together saved around 15,000 kg CO2!! This is equivalent to driving 93,750 miles, similar to driving from Lands' End to John O'Groats (837 miles) 112 times!

It is really important for the NHS, and GP practices to become greener – to protect both the planet and the health of our local residents.

**For more information on inhalers specifically, see <https://greeninhaler.org>.**

## Coleridge Medical Centre

### Flu Vaccine Programme for 2021/2022



Following a period of uncertainty on when we would be receiving our delivery of flu vaccines, we are now very pleased to announce that we have begun inviting patients to book into our flu vaccination clinics.

If a patient has text message consent on their record in the practice, they will receive their invite to book via text.

If a patient has email consent on their record, they will receive their invite to book via email.

If a patient does not have text message or email consent, they will receive a letter in the post inviting them to book by phoning the practice.

We hope to be able to offer the COVID-19 booster vaccination at the same time as the flu vaccination, if the patient has not already had it and if sufficient stock is available. The booster vaccinations can only be offered to patients who had their 2nd COVID-19 vaccine 6 or more months ago. In keeping with the

initial vaccinations that were offered by the practice, only those patients who fit into cohorts 1–9 will be able to receive their vaccinations at the practice. Please visit our website for more information on these cohorts.

Patients who are eligible for the flu vaccine are:

- All children aged 2–3 years, and 2–18 years who are classified as ‘at risk’. The remainder of children will be offered

*“Please arrive on-time for your appointment, and not too early as we are still limiting the amount of people we have in the practice.”*

the flu vaccination by their school.

- are 50 and over (including those who'll be 50 by 31 March 2022)
- have certain health conditions
- are pregnant
- are in long-stay residential care
- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick

- live with someone who is more likely to get infections (such as someone who has HIV, has had a transplant or is having certain treatments for cancer, lupus or rheumatoid arthritis)
- frontline health or social care workers

When attending for your appointment, we kindly ask that all patients wear a face covering, and maintain social distancing.

The practice car park will be reserved for patients with limited mobility, or blue badge holders only. For all other patients who will be driving to the practice, please park in either the Sainsburys car park—which is free for up to 2 hours—or the Land of Canaan car park, which charges a small amount.

Please arrive on-time for your appointment, and not too early as we are still limiting the amount of people we have in the practice.

### Update on the national blood bottle shortage



As you may be aware, there has been a national shortage of blood bottles in the UK. We were advised by the NHS Devon Clinical Commissioning Group (CCG) to significantly reduce the amount of blood test appointments we could offer patients, and to only prioritise those that were clinically urgent.

We are pleased that we are now

starting to receive a small supply of blood bottles, and we will shortly begin contacting those patients who had their tests cancelled to reschedule the appointments. These will be done in order of priority.

We are expecting to clear the backlog of appointments over a period of 8 weeks, provided that there is no further disruption to

our supply of blood bottles. When booking a blood test, please note that all non-urgent tests will be booked 3-4 weeks ahead so that our team can work on clearing the waiting list. Long-term condition blood tests will be booked from November onwards.

Thank you for your patience and understanding.

# October 2021

## Community Pharmacy Consultation Service

The Community Pharmacist Consultation Service—also known as CPCS (General Practice CPCS) - launched on 29th October 2019 as an Advanced Service. Since 1st November 2020, general practices have been able to refer patients for a MINOR ILLNESS consultation via CPCS.

The CPCS aims to relieve pressure on the wider NHS by connecting patients with community pharmacy, which should be their first port of call and can deliver a swift, convenient and effective service to meet their needs. Since the

CPCS was launched, an average of 10,500 patients per week being referred for a consultation, these are patients who might otherwise have gone to see a GP. Our PCN has agreed a very good 4 hour turn around time from referral, to point of contact to the patient from the chosen pharmacy, offering a great professional service.

**Patients referred to this service (and who fit the criteria) will receive a private consultation with a trained pharmacist.**

The CPCS provides the opportunity for community pharmacy to play a bigger role than ever within the



## A New Phone System is Coming to Coleridge

We know that getting through to the surgery by phone can often be a difficult task. We have 17 000 patients registered with Coleridge Medical Centre, and our phone lines can sometimes become overwhelmed with incoming calls.

This is why we will shortly

be implementing a new telephone system in the practice, which will enable patients to contact the surgery to book appointments, cancel appointments, check appointment times, etc. This automated phone system will be available 24 hours a day, so that access to our services can be improved.

We would like to reassure all of our patients that if you have a more complex query that cannot be dealt with via the automated service, then you will still have the option to talk to one of our reception team.

This system will be a new venture for Coleridge Medical Centre—as it is for the

patients who will be using it. We will be able to make changes to improve the system based on feedback we receive from patients, and ultimately ensure that contacting the practice is a much easier process for everyone.

Your NHS, your way  
Download the NHS App 😊



To access your COVID-19 passport, and many other services related to your healthcare, download the NHS App from the Android Play Store or Apple iTunes Store.

## Zero Tolerance Policy

We all know that the last couple of years have been difficult.

We also know that there have been many changes in the way we have processed patient requests to see GPs or nurses, and at times it has been difficult to get through to the surgery, and it is understandable that this can cause frustration and anxiety—especially when you or a loved one are unwell.

However, this does not give

anyone permission to treat our staff with disrespect, or to treat them in an abusive manner.

Over the last few months we have seen an increase in this kind of behaviour towards our reception staff, our nurses and our GPs, both over the phone and in person.

Please try to understand that we are all doing our absolute best to offer the highest level of care to patients in our community, and that we have been doing so

throughout the pandemic, and will continue to do so long after it has come to an end.

We have a Zero Tolerance Policy for abusive behaviour, and instances of patients being abusive towards staff will be escalated to their registered GP. Further steps may be taken depending on the frequency of such behaviour and / or the severity.

**To read our full Zero Tolerance Policy, please go to our website: [www.coleridgemedicalcentre.co.uk](http://www.coleridgemedicalcentre.co.uk)**



**✓ CHECKING HEALTH**

**✓ GIVING VACCINES**

**✗ TAKING ABUSE**

Help us focus on caring for you.  
#NotInADaysWork

**We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.**

## Virtual Patient Participation Group

We would like to hear from you!

Would you like to join our Virtual Patient Participation Group (vPPG), and offer your voice to practice improvements, healthcare updates, and more?

Members of the vPPG will receive links to our latest surveys via text message or email. These surveys are designed to take no more than 5 minutes of your time, and will be sent on a monthly basis.

The results from each survey are received anonymously, the data

is collated and then shared with the management team at Coleridge Medical Centre.

The information we receive from these surveys help us to make improvements that would benefit our patient population, and the services we offer.

A recent survey focused on how the practice communicates with its patients. We received an overwhelming response to this, and from the points raised by patients who completed it, we have been able to improve our communication and the way

patients communicate with us. For example, the new automated telephone system we will be implementing to improve our accessibility.

If you would like to take part, and join the Virtual Patient Participation Group, please go to our website and complete the registration form.

[www.coleridgemedicalcentre.co.uk/patient-participation-group](http://www.coleridgemedicalcentre.co.uk/patient-participation-group)