

# EnGage

Esher Green



**SPECIAL POINTS OF INTEREST:**

The role of Esher Green PPG

COVID-19 and Vaccination updates

Where to access key information

The Surgery is open as usual

Esher Green can now be followed on Instagram

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## The newsletter of the Esher Green PPG

### A new year, a fresh start

Welcome to the first newsletter of 2021 from the Esher Green Patient's Participation Group (PPG). The PPG is a committee of individuals that meet to discuss matters relating to patient care and services at Esher Green Surgery.

The committee consists of patients and practice staff.

Our goal is to best support

Esher Green Surgery and to be the voice of it's patients. We undertake to organise events and activities that help keep patients informed on the issues that are important to them.

Please read the fascinating interview with Esher Green PPG Chair Sandy Ross - Brown in this edition of the Newsletter. It helps to understand more about how

the PPG functions and how it can be instrumental in helping both the surgery and its patients.



### Giant leap forward in fight to beat Covid

We now have 2 vaccinations available and potentially another on the way. This is such a giant leap forward in the battle to beat COVID-19.

As we enter the New Year, we are seeing new strains of the virus increasing the number of cases quite dramatically and it is now more important than ever that we complete the roll out of the vaccinations as quickly, efficiently, safely and responsibly as possible. This is a huge and complex undertaking.

To best facilitate the speedy administration of this process, Emberbrook Community Centre for Health has been designated the host and facility for most vaccinations in East Elmbridge. Esher Green will be participating in the vaccination programme with 7 local East of Elmbridge Practices.

The experience of managing the flu vaccinations has provided invaluable learning and anyone who had a flu vaccination at Esher Green

will know just what a brilliant job all members of the team achieved with great care and efficiency.

Additionally, Epsom Downs Racecourse has been set up as one of 7 mass vaccination centres across the country offering thousand of vaccinations each day. Some patients may be called there to have their vaccinations.



# COVID-19 Updates

## Vaccinations, the NHS will contact you directly



Everybody will be contacted directly by the wider NHS or the East Elmbridge team to book vaccination appointments in priority order.

In very clear terms, the priority order has been set to help prevent people needing to go to hospital and to prevent as many deaths as possible.

Please be patient, the surgery have advised that everything is in place to ensure all patients are vaccinated as soon as possible.

Visit Surrey Heartlands CCG to find out more

[www.surreyheartlandsccg.nhs.uk/news/latest-news/covid-19-vaccination-update-11-january](http://www.surreyheartlandsccg.nhs.uk/news/latest-news/covid-19-vaccination-update-11-january)

### Priority listing

1. Care home residents and staff
2. 80+ and health and social care workers
3. 75+
4. 70+ and 'clinically extremely vulnerable'
5. 65+
6. 16-65 in 'At risk' groups
7. 60+
8. 55+
9. 50+

*“If you think you may have Covid, stay at home. Seek medical advise but do not go to the Surgery”*

## Get a free NHS test if you have symptoms of COVID-19

You can only get a free NHS test if at least one of the following applies:

- ◆ You have a high temperature.
- ◆ You have a new and continuous cough.
- ◆ You’ve lost your sense of smell or taste, or it’s changed.
- ◆ You’ve been asked to get a test by a local council.



Remember that other symptoms including fatigue can also indicate COVID-19. If you are in any way concerned please call 111 or contact the surgery.

**If you are in any doubt or worried, dial the NHS 111 Coronavirus service**

*“The NHS will never ask you for money or payment details”*

## Beware of scams

Beware of unscrupulous scammers who offer a vaccination for money.

Patients have received contact via email, text, social media as well as

household calls offering vaccinations for Covid-19. These are fake.

Vaccinations are free and the NHS will never ask for any form of payment.



## Act as though you have COVID-19

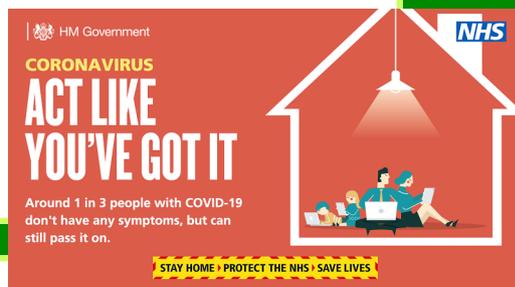
Whilst some may find the Government Guidelines ambiguous at times we all have a responsibility to do the right thing and not to use these ambiguities as an excuse for non adherence. If we all act as though we have the virus then our corresponding

behaviours will help safeguard lives.

We have all noticed people not adhering to the 2 meter rule or not wearing masks inside shops.

Stick to the Guidelines, please don't take the chance that it will be al-

right just this once. Lets not play Russian Roulette with our lives and the lives of others.



*“All the doctors and staff at Esher Green Surgery are committed to having the vaccination”*

## The Vaccines are safe

The coronavirus (COVID-19) vaccine is safe and effective. It gives you the best protection against coronavirus. The vaccines approved for use in the

UK have met strict standards of safety, quality and effectiveness set out by the independent Medicines

and Healthcare products Regulatory Agency (MHRA).

**It is important to continue to follow Government Guidelines even after you have had your vaccinations.**

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/>

## Have you downloaded these Apps?

The COVID-19 Zoe App is a daily reporting mechanism to aid research and statistical analysis. It also provides information about local infection rates as well as important updates in the battle to beat COVID-19



The NHS COVID-19 App is also a great source of information and helps you to check your symptoms and assist with venue check-in using a unique NHS QR code on your phone.



## Looking after your mental wellbeing

**Every Mind Matters** has released expert advice and top tips on how to look after your mental wellbeing if you need to stay at home

during these challenging times. It includes guidance if you are feeling worried or anxious as well as suggesting some

great Apps that can help manage your mental health challenges.

[www.nhs.uk/oneyou/every-mind-matters/](http://www.nhs.uk/oneyou/every-mind-matters/)



# About Esher Green PPG

## An interview with Sandy Ross-Brown



**Hi Sandy, thanks for taking the time to update us on the work of the PPG. Can I first ask how long you have been Chair of the PPG?**

Jill Evans, the Senior GP Partner at Esher Green asked me to form the PPG about 7 years ago. I thought it would be great if the patients of the surgery had a voice so I was very happy to take on the role. Most Surgeries now have a PPG and Surrey Heartlands organise meetings to facilitate a good exchange of information across the various PPGs.

**Dr Jill Evans meets Dominic Raab at the Surgery last year to talk about her community work.**



**How many committee members are there and how do you liaise with the Surgery?**

Currently we have about 15 volunteers who come from all different backgrounds and bring a diverse range of skills and experiences to the group. We are also exceptionally lucky to have such a supportive and proactive team to work with from the Surgery. In particular Lynn Siveyer, the Practice Manager and all the Doctors are very encouraging of the work we do and are keen to support us on any initiatives and events we are planning.

**I guess in the current climate it is difficult to organise any events?**

Yes of course. We had planned to run a number of events such as supporting young people

with challenging mental health issues in 2021 but this is not possible at the moment.

Each year we try to arrange events in line with the needs of patients. For example, in the past we have organised talks on Asthma and Diabetes and we are now looking at alternative ways to com-



municate with the patients and provide an information service on key issues.

**Getting back to your relationship with the Surgery, could you tell us a bit more about that?**

We have a mutually supporting relationship and work collaboratively to facilitate Esher Green's continued success in being a first-class patient's practice.

**“We would like to encourage more young people to join us on the PPG”**

We help cascade important information to the patients and act as communication channel to provide patient feedback to the Surgery. This can of course be both positive as well highlighting areas for improvement.

**On that point, do you get involved in individual cases?**

That is a good question and no, we are not there to take up specific individual issues. This is in line with patient confidentiality and it wouldn't be appropriate for us to do that.

Our role is to notice the general issues and discuss with the Surgery ideas for improvement and to see if we can help in any way.

**Are you looking for more people to join the PPG?**

Well, if the answer to the last question was “No”, then this has to be a “Yes”!

We currently have a great and sociable team and we are looking to encourage other volunteers to join us if they feel they have

something to offer.

We wish to reach out and encourage a few younger people to join us so that we can develop a more diverse range of awareness and ideas. We are also looking for people who are social media savvy or have experience in events management, finance and marketing. I like to think that we are a warm and friendly team so if you would like to discuss joining the team in more detail please contact me via the Practice Manager and come along to a meeting to get a feel for what we do. Of course all meetings are via Zoom these days but I hope we will be back to normality soon.

**So what is next for the PPG?**

Our clear focus now is supporting the surgery on

tackling this Covid-19 pandemic. We have produced this first Newsletter to help communicate some of the key information that people need to know although, as things are moving so quickly, information can soon become out of date. The best way to remain fully informed is to visit the websites listed at the back of the Newsletter and also there is the new Surgery Instagram page. In this edition, we have tried to cover some of the main questions that people are asking. In the future, we shall be interviewing various members of the Practice team so that we can get an insight in what it is like for the Surgery in these challenging times.

We really value feedback from patients so please do get in touch via the Practice Manager at Esher Green Surgery who can pass your details on to me with your consent.

**Thank you Sandy.**



If you would like to know more about the PPG or if you would like to share any feedback about this Newsletter or anything else, please email us via the Practice Manager.

[sdccg.practiceeshergreensurgery@nhs.net](mailto:sdccg.practiceeshergreensurgery@nhs.net)

*With thanks to PPG member Mike Garrett for creating this first Newsletter*



## Where to go for more information and help

The following websites contain all the latest information and advice:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.eshergreensurgery.co.uk/>

[www.surreyheartlandscgc.nhs.uk/news/latest-news](http://www.surreyheartlandscgc.nhs.uk/news/latest-news)

These other organisations also offer support and advice:

Cruse Berevement Care: [www.cruse.org.uk](http://www.cruse.org.uk)

Support for carers: [www.crossroadscarersurry.org.uk](http://www.crossroadscarersurry.org.uk)

Drinkaware [www.drinkaware.co.uk](http://www.drinkaware.co.uk)

Drugs advise [www.talktofrank.com](http://www.talktofrank.com)

Freephone 24-7 National Gambling Helpline : **0808 8020 133**

Domestic Abuse [Domestic abuse: get help during the coronavirus \(COVID-19\) outbreak - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

## Esher Green Surgery is open!

The staff at the Surgery are keen to emphasize that the Surgery is open and are adhering diligently to all safety guidelines.

Due to the Coronavirus, all appointment requests will be booked as telephone triage in the first instance - this is for the safety and the protection of patients and staff. Please refrain

from visiting the reception area to book an appointment.

Please don't be put off from contacting the Surgery if you have any concern about your symptoms or health.

The surgery is there to help and will do everything possible to ensure the safety and wellbeing of their patients.



**Please don't hesitate to call 01372 462726 make an appointment**

## Follow the Surgery on Instagram

With great thanks to Dr James O'Brien, Esher Green Surgery have recently launched its own Instagram page and the number of followers is rising daily. This is another great way to keep in touch with all the latest news and developments.

Esher Green Surgery can be followed on Instagram:

<https://www.instagram.com/eshergreensurgery/>

Instagram