

# My City My Health My Care

Winter 2020/21



Hello and welcome to the latest edition of the NHS Hull Clinical Commissioning Group **My City, My Health, My Care** newsletter. This newsletter provides an update on how primary care (GP) services in Hull are developing and information about relevant services.

## The doctor will (remotely) see you now

GP practices are open, and primary care staff are working hard to ensure all patients that need to be seen are offered an appointment.

Health professionals can see patients in many ways, including telephone and video consultations. Due to the coronavirus pandemic, practices tend to offer digital appointments first. However, those who need face to face appointments will still be invited to come in. Each appointment takes longer because rooms have to be cleaned between the patients, and staff have to change their PPE. Please be kind and understanding – there is a high demand for appointments, and practices also need to manage social distancing in waiting areas to keep patients safe.



For many people, the ability to receive care from the safety and comfort of their own home has been a gamechanger.

Dr Masood Balouch, GP Partner for Haxby Group, said: “Video and telephone consultations allow us to safely reach those patients who may struggle to get into the practice.

“Although services may look a little different, I want to remind everyone that the NHS is still open for business. If you’re worried about your physical or mental health, I urge you to still contact your GP. Our highest priority is safety and infection prevention and control measures are in place to minimise the risk of transmission of COVID-19.”

Speak to your practice about video consultations.

### We're working hard to keep you well

In December 2020 Hull general practices offered:

58,000

face to face appointments



telephone appointments

39,000



330

home visits



373

online appointments

possible. Recently, we hit a milestone of 10,000 video consultations in Hull. Online consultations have been exceptionally well received, especially as patients can send picture messages to allow GPs to assess their condition.

We want to make accessing GP services as safe as

## Tips on recovering well from COVID

If you have had COVID-19, it may take some time to recover from the virus.

There are some things you can do to help yourself:

- **Hydration** - remember to top up with fluids such as water or juice.
- **Eating well** - your body needs energy, protein, vitamins and minerals to help you recover. Include fruit and vegetables in your diet.
- **Stop smoking or cut down** - it's important to let your lungs recover and deliver oxygen to your body to help it heal.

- **Get moving again** - you may notice that you get tired or breathless easier but make sure you get up and move about, even if it's for a short time. Start slowly and build up your level of activity over time.

- **Sleeping well** - many people recovering from COVID notice that their sleep has changed, so follow a set of practices designed to help you prepare for sleep.

You can find more information about recovering from COVID in a video recorded by a local GP, Dr Amy Oehring <http://bit.ly/recovering-from-covid> or by searching for NHS Hull CCG on YouTube or by going to [www.yourcovidrecovery.nhs.uk](http://www.yourcovidrecovery.nhs.uk)

# COVID-19 vaccine update (March 2021)



## Over 65s invited to book their COVID-19 vaccine appointments

The NHS in Hull is inviting people aged 65 and over to log on to the national booking service website and arrange to have their COVID-19 vaccination at one of the region's large scale vaccination centres.

Eligible people can book their appointment by contacting the national booking service at [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination). Those who cannot do it online can call a free 119 number, anytime between 7am and 11pm seven days a week. The system allows patients to pick a convenient location and time. The phone line can get very busy, so please try to ring later in the day if you can't get through straight away. If you can't book any slots in your preferred location, please try again later, when more appointments are added to the system.

Alternatively, if travelling to one of the sites available via the national booking system is difficult, over 65s can choose to wait until their local GP-led vaccination services contact them to have their vaccine closer to home. No one will be missed and local practices will be in touch at the appropriate time with those who could not go to a large scale vaccination centre.

Dr James Crick, Associate Medical Director, NHS Hull Clinical Commissioning Group said: "I urge all over 65s who have received an invitation letter to book their appointment as soon as they're contacted. "Appointments in vaccination centres are staggered to allow for social distancing and minimal waiting time. On the day, volunteer marshals will greet and guide you through the process. We just ask that you don't turn up too early for your appointment to avoid creating queues. "And please remember that even after you had your vaccine you need to follow hands, face space guidance."

**Over 65s are invited to book their COVID job**

Contact the national booking service on [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination)  
119 (7am-11pm, Mon-Sun)

## COVID Vaccine FAQs

### Can people pick what vaccine they want?

No. Any vaccines that the NHS will provide will have been approved because they pass the MHRA's tests on safety and efficacy, so people should be assured that whatever vaccine they get, it offers protection from the virus.

### I have allergies, can I have the vaccine?

COVID vaccines are safe and effective for the vast majority of people - they have been tested on tens of thousands of people and assessed by experts. Any person with a history of immediate-onset anaphylaxis to the ingredients contained in the vaccines should not receive them.

Checking for allergies is a routine part of the process before giving any vaccine or new medicine. Having these conversations - as well as being able to deal with allergic reactions in the rare case they do happen - is a central part of training for vaccinators. Please speak to the vaccinating clinician about any of your concerns.

### Should I be worried about the impact of Covid-19 vaccines on fertility?

No. Both the Royal College of Obstetricians and Gynaecologists and the Royal College of Midwives are reassuring women that there is no evidence to suggest that COVID-19 vaccines will affect fertility. Women who are eligible for the vaccination can discuss any concerns with a clinician.

### Does the vaccine work on those taking immune suppressants?

Although the vaccine was not tested on those with very serious immunological conditions, the vaccine has been proven to be very effective and it is unlikely that the vaccine will have no effect at all on these individuals.

A full list of FAQs is available at: [www.hullccg.nhs.uk/covid-19-vaccine-information](http://www.hullccg.nhs.uk/covid-19-vaccine-information)

## COVID vaccine information in multiple languages

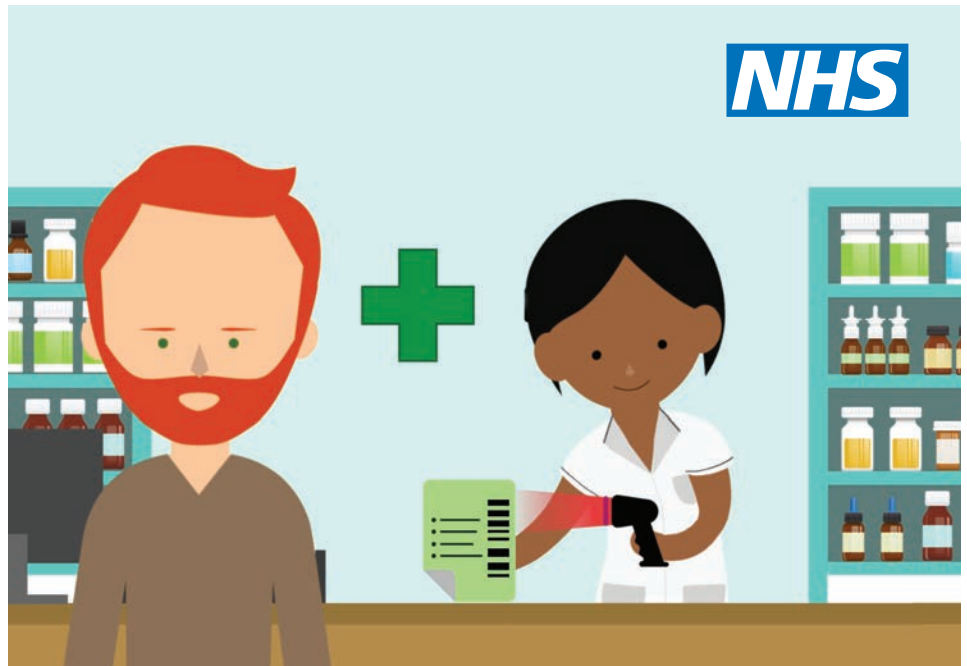
Local GPs across the Humber, Coast and Vale have filmed an important message in multiple languages to encourage vaccine confidence. The videos can be viewed on YouTube <https://bit.ly/CovidVacsVideos>



## All you need to know about your electronic prescriptions

Most prescriptions are now signed, sent and processed electronically. Electronic prescriptions help save the NHS money. You will order and receive your medication in the same way as you did before, but you will now be able to either:

- Nominate a pharmacy or dispenser to dispense all your prescriptions. This way, you can save time by avoiding unnecessary trips to your GP practice.



- Decide each time you are issued a prescription where you would like it to be dispensed. Instead of receiving a paper copy of a prescription, your surgery will give you a printed barcode to take to any pharmacy where they will download your prescription from a secure NHS database.

If you receive repeat prescriptions you can also talk to your practice about signing up to the NHS App for quick and easy way to manage your prescriptions.

## Helping mums and families

We want to hear from local mums and families about maternity services. It is particularly important now with the impact of COVID-19 on how new mums and families can meet and support each other.

One way to share your views and experiences



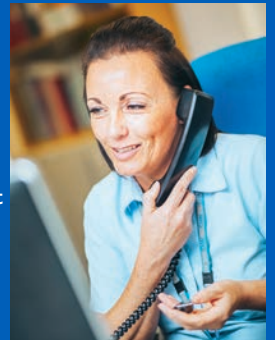
about local services is to like and follow Hull Maternity Voices Partnership Facebook page [www.facebook.com/HullMVP](https://www.facebook.com/HullMVP) or engage with us via Twitter profile @HullMVP.

Hull Maternity Voices Partnership includes local parents working together with people who provide and fund maternity care to make it better for those who use it. You can also learn more about how to get involved in developing, reviewing and improving local maternity care by contacting [hullmvp@gmail.com](mailto:hullmvp@gmail.com)



## Are you registered with a GP?

Everyone is entitled to register with a GP. There is no requirement to prove identity, address, immigration status or provide an NHS number. The NHS will never share any of your data with other government organisations, for example the Home Office, without your consent.



It is really helpful if you register with a GP so that the NHS can invite you to have your COVID-19 vaccine. We will also invite you to attend other screening programmes you may be eligible for, such as cervical screening.

Everyone living in the UK is welcome at general practice regardless of their circumstances. If you know someone who may struggle to register because of a language barrier, we can provide a translator, or they may have a friend or family member translate to help them register.

If registering with a GP is just something you haven't quite got round to, now is a perfect time to contact your local GP reception team.

## Help us help you – get in touch if you're worried about your symptoms

COVID-19 has changed the way people are accessing NHS services. A recent survey found that almost half (48%) of the public would delay or not seek medical help at all. A fifth (22%) would not want to burden the NHS. A similar proportion said that fear of getting coronavirus or passing it onto others was a major reason for not getting help.

Local GP surgeries continue to be open and encourage the public to get in touch if they are worried about a symptom that could be cancer (such as unexplained blood, a lump, weight loss which feels significant or an unexplained pain lasting three weeks or more). If you struggle with persistent tummy troubles (diarrhoea, bloating or discomfort in the tummy area for three weeks or more), speak to your GP as these could be signs of cancer.

Local doctors and nurses also encourage pregnant women to keep appointments and

seek advice from their midwife or maternity team if they are worried about their baby. Women who have been invited to have their cervical screening are still urged not to delay booking an appointment.

If you are called for your breast screening appointment it is very important to attend, even during the pandemic. Breast screening facilities are safe to visit from a COVID-19 point of view and you can speak to staff about concerns. Early detection of cancer is vital and breast screening is one of the most important tools we have in saving lives.

If you are already being treated for a health issue, please keep your routine appointments. The NHS has introduced a range of measures to ensure patients' safety, including COVID-secure wards and phone and digital appointments. Your NHS is here to see you, safely so help us help you.



“I'M JUST A BIT BLOATED”

### JUST SPEAK TO YOUR GP

If you've had **tummy trouble** such as **bloating, diarrhoea or discomfort for three weeks or more**, it could be a sign of cancer. It's probably nothing serious, but finding cancer early makes it more treatable. Your NHS is here to see you, safely.

Clear on cancer help us help you

NHS

“I JUST DIDN'T THINK I COULD COPE”

## Just talking can help

The NHS is here for your mental health, even during the pandemic. You can still access care and professional support for your emotional wellbeing. If COVID-19 and lockdown have impacted your mental health, you are not alone. If you are struggling with anxiety and depression, NHS talking therapies can help.

NHS talking therapies are a free, effective and confidential way to treat common mental health issues. They can help you by working through your feelings with a trained therapist. It's easy to get help; you can find your local service and self-refer by visiting [www.nhs.uk/talk](http://www.nhs.uk/talk) or asking your GP for a referral.

Help is available face to face, by phone or online. The NHS can also deliver talking therapies through multi-lingual therapists or confidential translators for those whose first language is not English.

There are also mental health services specifically for young people who can contact [kooth.com](http://kooth.com) for online support and counselling.

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