

# CROSS DEEP SURGERY



Issue 27

Bulletin

Spring 2021

For the most up-to-date information on Covid-19 listen to [news bulletins](#) or visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus). The website also contains a comprehensive list of national restrictions and details of the Government's roadmap for the phased relaxation of restrictions

## A TOUGH START TO 2021 BUT WE'RE GETTING THERE



"a tough start to 2021"

As many of our patients will know, the practice had a tough start to 2021. On Boxing Day a car drove through our waiting room wall deeming the reception area structurally unsafe to work in. In the same period, five of our wonderful reception/admin team contracted Covid and, as a result, we had to deploy home working and heavily restrict

access to the practice premises via the side entrance only.

After several a weeks of building and repair works, we were finally able to reopen the reception area and also welcome back our reception team after their Covid infections. Despite the tough start the practice team worked tirelessly to ensure we could remain open and provide care for our patients. Thank you to everyone who was so understanding during this period.

While all this was going on, Cross Deep Surgery launched a Covid vaccination programme within East Twickenham Primary Care Network (PCN). A PCN is a group of practices which have grouped together formally to care proactively for the people and communities they serve. East Twickenham PCN includes Cross Deep Surgery, York Medical Practice, Woodlawn Practice and Crane Park Surgery.

The vaccination programme is by far our biggest challenge to date. Practice Managers at Cross Deep Surgery and York Medical Practice, and our PCN Clinical Director, Dr Sylwia Ferguson, worked together to set up a Covid Vaccination Hub at the York Medical Practice in Oak Lane— this was our designated Central Vaccination Hub. The process for approving such vaccination sites was extremely complex - however, formalities were completed, the site was approved, and we were delighted to inform patients that we could start to offer vaccinations from Saturday 9<sup>th</sup> January 2021.

Cross Deep Surgery have also administered vaccine to housebound patients registered at York Practice and Cross Deep Surgery and to residents and staff in the Care Homes for which we are responsible.—all these

people have now received their second doses. Over the coming months other patients who have received their first dose of vaccine will receive their second dose.

Our Vaccination Hub at Oak Lane has been extremely successful and a great example of what the PCN can do when we work together. Individual practices have since been running clinics in their own practices which have also been a great success.

The vaccination programme has been completely reliant on the willingness of staff and volunteers to work long hours and give up their weekends— a **BIG THANK YOU** to everyone concerned.

Cross Deep Surgery and East Twickenham PCN have taken the decision to not participate in the next stage of the vaccination programme, which includes all patients between 18-49. It has been a difficult decision but there are now numerous mass vaccination centres and, as a group, we feel that although our vaccination programme has been extremely successful it puts a significant strain on our resources - we would like to reinstate our core services and care for patients with long term conditions.

So, if you are in the 18-49 age group, when you are invited for your vaccine (by text or by letter), you should call 119 or go online to book an appointment for your vaccination—the nearest mass vaccination centre is at the Harlequins Rugby Ground, "The Stoop", on the A316.

**In view of the many scams there are relating to Covid vaccinations, it is worth emphasising that the Covid vaccine is free of charge. The NHS will never ask you to pay for the vaccine and will not ask for your bank account or card details, your PIN or your banking password.**



Vaccination clinic staff at Cross Deep

**W**e would like to thank patients for their good wishes and support over this difficult time—the cakes and chocolate have been much appreciated and have kept us going! A special thank you to 14-year old Ottie Day who made us this fantastic cake complete with sugar syringe and vaccine—we loved it.



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## KEEPING YOU AND OUR STAFF SAFE

We've come a long way but we're not out of the woods yet and, in order to protect patients and staff, we are continuing to restrict access to the practice premises. **Please do not come to the practice unless you have a pre-booked appointment.** If you do come to the practice **you are required to wear a face-covering over both your mouth and nose.**

For non-Covid-19 related problems, you should telephone for an appointment in the usual way—**do not ignore symptoms that are worrying you.** Where possible, consultations will be by video link or telephone but **you will be given a face-to-face appointment if necessary.**

**Please note:** If you have an appointment, you may be asked to wait **OUTSIDE** so please ensure you have a coat and umbrella with you if necessary.

All practice staff have received two doses of the Covid vaccine and are tested twice a week for Covid as a matter of routine.

When we are closed, you can seek both Urgent and Non-urgent advice via NHS 111. You can dial [111](#) or visit NHS 111 online .

And don't forget your local pharmacy. Your pharmacist can offer expert advice on caring for minor illnesses and conditions that could save you a trip to the surgery.

If you, or somebody else, is seriously ill or injured, you should of course dial 999.

### LONG TERM HEALTH CONDITIONS

If you have a chronic condition such as, COPD, asthma, diabetes, hypertension, and have not had a review of your condition and medication during the past year, please speak to Reception to make and appointment.



If you wish, you can now use the Internet to book GP appointments, request repeat prescriptions for any medication you take regularly and look at some of your medical records online via the Patient Access portal. This means that you will have

constant access to, for instance, the names and doses of the medication you are taking and your known allergies, particularly helpful if you are away from home—if you need to, you can access your medical record from anywhere in the world. The portal also gives access to latest medical advice and information.

If you are interested, please visit our website [www.crossdeepsurgery.com](http://www.crossdeepsurgery.com) to download and print the application form. If you are unable to download and print the form, we have copies of the application form and accompanying information leaflet at Reception.

### CHILDHOOD VACCINATIONS

With the emphasis on Covid vaccinations, it's easy to overlook the Childhood Vaccination Programme. These routine vaccinations are important to your child's well-being so, at the appropriate time, please ensure you make an appointment for your child to be vaccinated.

# IMPORTANCE OF CANCER SCREENING

If cancer is detected early, treatment is more successful and there's a far better chance of recovery. It is therefore important that we all take advantage of the cancer screening programmes that are available.

**Breast cancer screening** involves having an X-ray (mammogram) in a special clinic or mobile breast screening unit. All women aged from 50 to their 71st birthday who are registered with a GP are automatically invited for breast cancer screening every three years. If you are 71 or over you will stop receiving screening invitations but you can still ask to be screened if you wish.

**Cervical cancer screening ("smear test")** involves a small sample of cells being taken from the cervix. All women between the ages of 25 and 64 (except those who have had a total hysterectomy to remove their womb and cervix) should go for regular cervical screening. When you are due to be screened you will get a letter in the post inviting you to make an appointment.

You will usually stop being invited for screening once you are 65—this is because it is very unlikely that you will get cervical cancer.

**Bowel cancer screening** involves you collecting a small sample of poo on a small plastic stick, putting it in a sample bottle and sending it to a lab for testing. Everyone aged 60 to 74 who is registered with a GP is automatically sent a bowel cancer screening kit every two years. If you are 75 or over you can ask for a kit every two years by phoning the free bowel cancer screening helpline on [0800 707 60 60](tel:08007076060).

In addition to screening it is important to get yourself checked by a doctor if you have symptoms that worry you—these include -

- a lump that suddenly appears on your body, particularly the breast
- unexplained bleeding from anywhere
- changes to your bowel habits
- in men, an increased need to pee and feeling that your bladder has not fully emptied
- appearance of a new mole or a change in an existing mole
- unexplained tiredness and weight loss
- persistent cough and coughing up blood

In many cases these symptoms will not be related to cancer and will be caused by other, non-cancerous, health conditions but it's better to be safe than sorry—make an appointment to see your doctor.

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## ARE YOU A NEW MUM?

You've just had a beautiful baby but, instead of feeling on top of the world, you're tired, depressed and finding it difficult to cope with this new addition to your life who relies on you for everything. You feel guilty about feeling the way you do and that makes things worse. Don't worry, you're not alone—thousands of women experience the same feelings at a time when they think they ought to be feeling so different.



**Wellbeing in Motherhood** is an eight week programme based on Cognitive Behaviour Therapy techniques to help you develop skills and techniques to manage feelings of low mood that can develop in the first year following the birth of your baby.

Interested?

To find out more, call [020 9548 5550](tel:02095485550) or visit [www.richmondwellbeingservice.nhs.uk](http://www.richmondwellbeingservice.nhs.uk)

# ANXIOUS OR DEPRESSED?



There can be no doubt about it, Covid has changed life for everybody and some of us can cope better than others with the enforced changes while some of us know we are not coping. Difficulties with relationships, maxed-out credit cards, loss of loved ones—these are only some of the situations which, for some people, became much worse during lockdown. And while the end of restrictions may be welcomed by most people, for many, especially the elderly and vulnerable who have barely left their homes for months, it brings new fears.

All this, and much more, can have an effect on our mental health ranging from feeling a bit fed up to severe depression and anxiety that needs medical help. We've said before that there is no disgrace in asking for help and we say it again. Help is available.

In the first instance you can always talk to your doctor. Call Reception and ask for an emergency appointment. We are here to listen. The treatment you receive will depend on the reason you're feeling as you are - as well as prescribing medication where this is indicated, your doctor can refer you to appropriate specialists or put you in touch with counselling services and organisations offering practical assistance.

**The NHS Richmond Wellbeing Service**—People aged 18+ can get free NHS talking therapy for depression, anxiety and other common conditions. For more information or to self-refer call **020 8548 5550** or visit [www.richmondwellbeingservice.nhs.uk](http://www.richmondwellbeingservice.nhs.uk)

**West London NHS Trust—local NHS urgent mental health line**—Help is available 24 hours a day, 7 days a week. You can talk to a mental health professional who can provide advice and support. Call **0300 123 4244** or look at their website [www.westlondon.nhs.uk](http://www.westlondon.nhs.uk)

**Richmond CRUSE**—For emotional support after a death call **0808 808 1677** or leave a voicemail at **0749 5777 401**

**Age UK Richmond** provides a range of support for older people. Call **020 8878 3073** or visit [www.ageuk.org.uk/richmonduponthames](http://www.ageuk.org.uk/richmonduponthames)

**National Domestic Violence Helpline** is a 24 hour Freephone helpline for those experiencing domestic violence or abuse. Call them on **0808 2000 247**. If you are in immediate physical danger call 999 and ask for the police.

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## FOLLOW THE YELLOW BRICK ROAD FOR CHARITY

On 15 May, a group of characters from The Wizard of Oz will be walking to surgeries that are part of the East and West Twickenham Primary Care Networks to raise money for Ruils.

Ruils is a local charity that supports the elderly and people with disabilities to live independent lives, to be part of their community and to live life to the full.

Ruils Social Prescribing Richmond is a new service delivered by Ruils in partnership with the Richmond GP Alliance. It was launched in March 2020 at the start of the pandemic to ensure that patients who were shielding had essential food and medication. Throughout the pandemic, link workers have continued to help patients and their families to access services and activities including gardening, making new friends, walking groups, exercise classes and so much more. They also provide information and find specialist advice where this is needed.

If you need help call **020 8831 6083**, visit [www.ruils.co.uk](http://www.ruils.co.uk) or speak to your doctor.

The walk will start at the Woodlawn Medical Centre then to Crane Park Medical Centre, Jubilee Surgery, Richmond Lock Surgery, Twickenham Park Surgery, York Medical Practice, Acorn Practice, Cross Deep Surgery and Staines Road Medical Centre and return to the Woodlawn Medical Centre. Why not cheer them on along the route and support their vital contribution to the well-being of vulnerable patients. If you wish you can donate at

<https://uk.virginmoneygiving.com/fundraiser-display/showROFundraiserPage?userUrl=WizardOfOzWalk&pageUrl=3>