

# THE ORCHARD SURGERY

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## PRACTICE NEWS SEPTEMBER 2021

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Dear Patient

The team at the Orchard would like to thank you for your support over the last 18 months; it's been an incredibly difficult time for all and we hope that you and your loved ones have managed to stay safe and well.

### Exciting News!

Our Nurse Helen Hurst has been shortlisted as a finalist for the General Practice Nursing Award 2021!

During Armed Forces Week 2021 Nurse Helen Hurst at The Orchard Surgery was shortlisted as a finalist for the General Practice Nursing Award 2021!

Practice Nurse Helen has been identifying Military Veterans, screening them for anxiety and depression and offering them the most appropriate treatment and support through social prescribing. Helen has been showcasing excellence in the profession.

Nurse Helen says:

"We have carried on identifying our Military Veterans, any new ones registering get invited in for an emotional health check and I give them the leaflet that we produced. We have linked in with Project Frontline Support CIC and we would like to create a Veterans Hub on Wirral with Services in one place for all to access! It's in its planning stages at the moment.

Why I applied for the RCN Award was to raise awareness of Military Veterans and make sure they are coded as such at our



GP Practices and give back to a Community that serves to protect us as a Nation."

Helen also links with the charity Walking with the Wounded sharing some top tips on registering with the RCGP Veteran Friendly Accreditation and getting other Practices on board.

Well done Nurse Helen and thank you for all of your hard work and dedication to our Veterans!



## We are an Armed Forces Veteran Friendly Accredited GP Practice

We are conscious that some patients registered at The Orchard Surgery may be affected by current events in Afghanistan. The Orchard Surgery is accredited by the Royal College of General Practitioners as one which specialises in the care of military veterans and their families. All the team have been trained in the care of military veterans and their families. If recent events have affected you and you wish to seek help, please come forward.

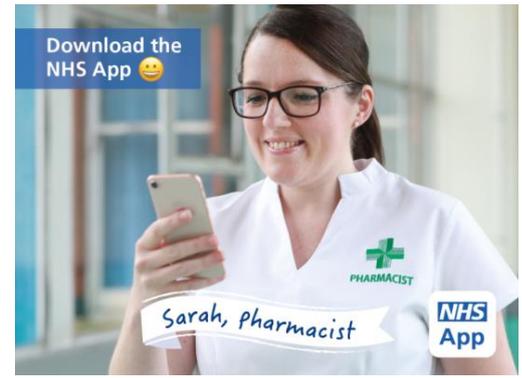
## The NHS App

Use the NHS App to:

- **Get your NHS COVID Pass** – view and share your COVID Pass for event trials in England and travel abroad
- **Get advice about Coronavirus**
- **Order repeat prescriptions** - see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to
- **Book appointments**
- **Get health advice**
- **View your health record** - securely access your GP health record [need to request this function from the surgery]
- **Register your organ donation decision** - choose to donate some or all of your organs and check your registered decision
- **Find out how the NHS uses your data** - choose if data from your health records is shared for research and planning

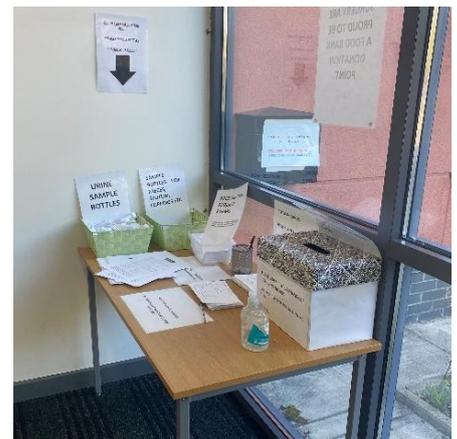
- **View your NHS number**

The NHS App is available now on iOS and Android. To use it you must be aged 13 and over and registered with a GP surgery in England



### Our New Table for Sample Bottle Collection

In the entrance to the surgery there is a table with information regarding sample collections, please place your forms for change of details in the tray provided and pass your sample to one of our reception team for our nurses to collect.



### Covid-19 Vaccines

We have been very busy since December vaccinating our patients against Covid-19. Healthier South Wirral have delivered over 44,500 vaccinations (first and second doses) to our local community. This is an incredible achievement, and we would like to thank our staff members for their hard work at The Oval Leisure Centre and back at practice. We would also like to thank our patients for your heart-warming feedback, this has not gone unnoticed and has been shared to all of our team members.

If you require proof of your vaccination status you will need to download the NHS app. Your vaccines should appear from 17th May in the GP health record section but there can be a delay of up to 5 days after having your vaccine for this to appear.

If you cannot download the app or if you have any problems with it, you can call 119 for help. Please do not call the surgery for proof of your vaccination status.

## We are a Food Bank Donation Point

The Orchard Surgery is a food bank donation point, if you have any food parcels you would like to donate then please leave these in the boxes provided in the practice reception. The box will be labelled as the donation point. Thank you.

## Celebrate our New Real Living Wage Employer Status

We are delighted to announce that The Orchard Surgery is now an accredited Living Wage Employer! This means that every member of staff working for The Orchard Surgery is earning a real Living Wage.

The real Living Wage is higher than the government's minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living. It is calculated each year and is announced by the Living Wage Foundation as part of Living Wage Week. It is currently £9.50 in the UK, with a higher rate of £10.85 for London, reflecting the higher costs of living in the capital.

Over 7000 organisations voluntarily choose to pay the real Living Wage because we believe that a hard day's work deserves a fair day's pay. You can find other organisations who pay the Living Wage here: <https://www.livingwage.org.uk/living-wage-map>



## Celebrate our Disability Confident Quality Mark

The Orchard Surgery has become a member of the Disability Confident scheme.

Disability Confident provides employers with the knowledge, skills and confidence they need to attract, recruit, retain and develop disabled people in the workplace. We are proudly a Disability Confident Committed employer.

