



Patient Newsletter

Spring 2020

Staff updates

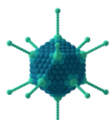
The practice has recently welcomed some new staff to our team so we would like to make a few introductions.

Dr Ling Lee has joined our clinical team as one of our Salaried GP's and will be working with us for 3 days a week.

We have appointed 2 Pharmacy Technicians and 1 Emergency Care Practitioner who plan to start with us April / May.

We have also welcomed three new receptionists to the team who will also be working across both our sites. Lastly joining our team is a new administrator based at our Hollybrook site.

Coronavirus (Covid-19)



As everyone is aware we are currently facing a pandemic due to the Coronavirus. We have decided to use the patient newsletter to try and answer some common questions from our patients and hopefully address any concerns you may be having regarding our services.

Covid-19 Patient FAQs



What Is The Coronavirus (COVID-19)?

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called Coronavirus.

How I can avoid catching / spreading the virus?

The Government has issued a statement advising everyone to stay at home to help stop the spread of Coronavirus; this includes people of all ages – even if you do not have symptoms or other health conditions. You can only leave your home:

- To shop for basic essentials – only when you really need to
- To do one form of exercise a day – such as a run, walk or cycle, alone or with other people you live with

- For any medical need – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- To travel to and from work – but only where this is absolutely necessary



The NHS have also created a video on how to wash your hands properly:
www.nhs.uk/Video/Pages/how-to-wash-hands.

Is There Any Guidance About Staying At Home?

Yes, the NHS has produced a stay at home guide: www.nhs.uk/conditions/coronavirus.

Do I Need To Contact My GP Or NHS 111 To Advise That I'm Self-isolating?

You DO NOT need to contact anyone to advise you are staying at home. You should stay at home if you have either:

- A high temperature – you feel hot to touch on your chest or back
- A new, continuous cough – this means you've started coughing repeatedly

Who Do I Speak To If I Need Advice Or My Symptoms Worsen?

You can use the NHS 111 online Coronavirus service (WWW.111.nhs.uk/covid-19) if:

- You feel you cannot cope with your symptoms at home
- Your condition gets worse
- Your symptoms do not get better after 7 days

How Do I Get a Note For My Employer If I'm Self-isolating?

You can use the NHS 111 online service to obtain a self-isolation note:

www.111.nhs.uk/isolation-note.

I Am Self-isolating, Living Alone But Need Assistance, Can Anyone Help?

Derby City Council has launched a Community Support Hub that you can contact for assistance, whether it is grocery shopping, prescription / medication collection etc. you can contact them via telephone: **01332 640 000** – Monday to Friday – 09:30 – 16:30 or e-mail: covidsupport@communityactionderby.org.uk.

The Community Support Hub is also looking for volunteers; if you're interested please contact them via telephone or e-mail.

Where Do I Stand If I Want To Self-isolate Due To Being 'at risk' But Neither Myself Nor My Household Have Symptoms?

We are recommending that you speak to your employer about your situation and why you are at risk to see if they can put alternative measures in place to support you. NHS 111 and GP Practices are unable to provide you with self-isolation notes or sick notes for this purpose.

Am I / I am At High Risk, How Can I Protect Myself?

The Government has produced guidance on shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19:

www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremelyvulnerable-persons-from-covid-19.

The GP WILL NOT be able to advise you whether or not you are at risk and subsequently whether or not you should be at work.

I Am Pregnant, What Should I Do?

The Royal College of Obstetricians & Gynaecologists have created a Question & Answer article:
www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy.

I Have Asthma / COPD And Would Like A Rescue Pack, Can My GP Provide This?

If you're normally advised to have a rescue pack available to treat your lung condition you should check you have one at home. Rescue packs are not recommended as standard for Asthma patients.

The British Lung Foundation has produced a guide on 'Managing COPD flare-ups':
www.blf.org.uk/support-for-you/copd/flare-ups.

Asthma UK has produced a guide 'Health advice for people with Asthma':
www.asthma.org.uk/advice/triggers/coronavirus-covid-19/

Can I Get Hand Sanitiser / PPE On Prescription?

No, the NHS cannot and will not be issuing prescriptions for hand sanitisers or any other PPE equipment such as masks, gloves etc.

Can I Make An Appointment With My GP Or Nurse?

We are currently only offering telephone and / or video consultations for our patients. You SHOULD NOT attend the Practice unless a clinician has asked you to do so.

I Am Worried / Anxious, Can I Get Any Support?

Yes there are many services that can support you, some of which are:

Trent PTS – self-referral via telephone **01332 265 659** or online referral form:

www.iaptportal.co.uk/ServiceUser/SelfReferralForm.

Samaritans – you can contact a Samaritan via telephone **116 123** or e-mail: jo@samaritans.org.

Polite Reminder

If you have requested a telephone / video consultation with one of our clinicians please ensure your phone will accept calls from a blocked or unknown number.

Site closures due to Covid-19

Hollybrook Medical Centre will be closing at 6.30pm every day from Wednesday 1st April 2020 whilst we continue respond to Covid19.

We will be closing our Sinfin branch every day for three weeks, from Monday 30th March 2020.

You can continue to call Sinfin on **01332 770909** or Hollybrook on **01332 523300** during the normal opening times.

If you require a repeat prescription please take your slip to Wilsons Pharmacy where we will collect and process daily.

Thank you for your cooperation during this time



How can I request a REPEAT prescription during Covid-19?

NOMINATE A PHARMACY

We are encouraging all our patients to nominate a pharmacy on their record so we can send the requested medication straight there. Some pharmacies will deliver medication if you arrange this with them.

This is the best method to avoid coming into the surgery as we are limiting patient access inside.

Medicine Order Line (MOL)

Call the medicine order line to register and give consent for them to order your prescriptions upon your request.

**0115 855 0260 from 8am -
4pm Mon - Fri**

Online

You can visit our website to request your medication regardless of if you have the online access or not. Follow the steps below:

1. Go to: Hollybrookmedicalcentre.co.uk
2. Select: 'prescriptions and medicines centre'
3. Select 'Request medication online'
4. Select: 'yes' or 'No' to the question
5. Fill in your details and medication required
6. Ensure you have a chemist nominated on your record. if not put this in the 'additional comments' box or call us.

NOTE

**Medication NOT ON REPEAT –
You may be required to speak
with a GP if the medication you
need is NOT on repeat.**

Paper prescription requests

You are still able to drop your prescription requests into us at either Hollybrook or Wilsons Pharmacy at Sinfin using the post boxes on the wall but we do not recommend doing this if you are able to use the website or MOL or you are self-isolating.

Self-Isolating

Discover a wide range of support, activities, tips and things you can do while self-isolating or keeping a social distance.

Website: www.yourwellbeingbedfordshire.org.uk

Thank You

On behalf of Hollybrook and Sinfin surgery we would like to thank all our patients for your cooperation and understanding at this unprecedented time.