



CORNER PLACE SURGERY

NEWSLETTER – JUNE 2020

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www.cornerplacesurgery.co.uk

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Retirement

Dr Andy Haytread will be retiring from Corner Place Surgery on 30th June 2020 after nearly 25 years as a GP partner at the practice. Having worked as a doctor in the NHS for 31 years he will miss many of his patients who he has known for many years, but is looking forward to focusing on some time for himself and his family.

YOUR NHS IS HERE FOR YOU

Problems and the background

Attendances have fallen by more than a third at our emergency departments across Devon, in line with national trends there has been a worrying reduction in admissions for cardiology, paediatrics and the emergency department. There is a potential risk that people may die at home with non COVID related diseases due to the fact that they are worried they might catch the virus at hospital.

It has been reported that there is a significant reduction of people being admitted with heart problems and strokes.

In addition Primary Care are reporting a decrease in attendances for childhood immunisations, screening and for suspected cancer/two week wait referrals only 25% of the normal rate we would expect to receive.

How we can approach this

A plan has been developed to help deal with these issues that we are currently facing during this pandemic as described above. The plan provides existing channels for example:

- . Practice website
- . Social Media
- . SMS messages
- . Email bulletins

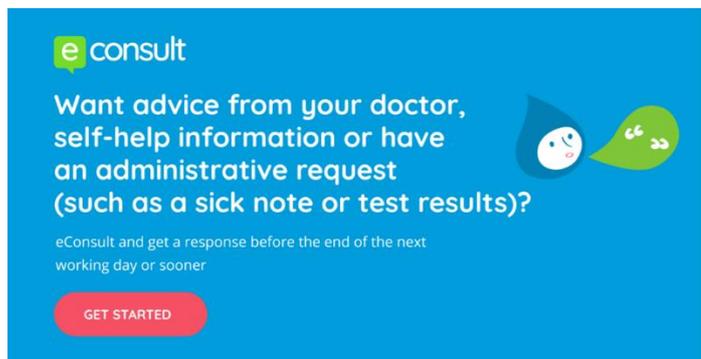
If you or someone you know has a life-threatening injury or illness, such as severe chest pain, bleeding, loss of consciousness or signs of a stroke, you should call 999 or go to your nearest accident and emergency department.

 HM Government

 NHS

**STAY
ALERT** **CONTROL
THE VIRUS** **SAVE
LIVES**

Each hospital are making their own local arrangements and therefore some hospital procedures, operations and clinics will continue to take place in Devon, however if you are self-isolating due to COVID 19 you should not attend



GP practices in Devon remain open during the COVID-19 pandemic. If you feel you need to see the GP you should contact the surgery via our website or by phone. The consultation will be by phone or video or if the GP needs to see you face to face that will be arranged on the telephone. You can contact the practice online through eConsult on www.cornerplacesurgery.co.uk which will email the surgery and we now offer video

consultations too.

Cancer

If you have symptoms that are new, persistent, concerning or progressive, contact your GP online via the website or by telephone for a telephone consultation. The best chance of successful treatment is through early detection.

We are treating people with suspected Coronavirus symptoms in separate locations to ensure it is safe for all our patients to attend the surgery if the clinician feels it is necessary.

Clinicians have protective equipment when they do see patients face to face to minimise any risk of transmission.

Hospitals are continuing to offer tests and treatment for cancer, following social distancing measures and in some cases cancer services have been moved off site or where possible by video consultation.

Rowcroft Hospice COVID-19 Emotional Wellbeing Helpline

A new Emotional Wellbeing Helpline has been set up to offer support to relatives of COVID-19 patients, and to health and social care colleagues affected by the pandemic. This helpline has been set up through a Wellbeing Alliance with Torbay Council and other partners across the area. This service will provide

- . Up to an hours of supportive listening by Rowcroft Hospice staff and volunteers (the service will be manned by qualified counsellors, trained support workers, a spiritual care lead and social workers).

- . Emotional support

- . A sensitive assessment of the callers needs and signposting to further resources/information if required.

COVID-19 Emotional Wellbeing Helpline 01803 217433

Paediatrics

There are some concerns that parents or carers for children especially with complex or underlying health conditions, maybe aren't getting the urgent medical help they normally would, as parents/carers are concerned about visiting the hospital. If you are a parent with a seriously unwell child we want you to know that the NHS is here for you.

If you have to go to A & E there will be special arrangements in place to protect you and your child from risk of infection.

Parents in Devon can download and consult the HANDi Paediatric app for expert advice when their child is unwell and they aren't sure where to go. The free app, available to download onto any Apple or Android device, was launched specifically with children in mind and is loaded with expert advice, support and guidance for common childhood illnesses.

It covers a range of common conditions such as high temperature, abdominal pain, headaches and rashes, which can be a cause for concern if you are not sure what to do. The app covers a series of questions about the symptoms and then advises the best course of action.

Childhood Immunisations

It is really important to attend for immunisations when you have been invited. They are the single most important way to protect your child from disease. Delaying vaccinations could leave your child vulnerable to serious illnesses. The clinician will ensure it is safe for you and your child to attend. Part of the appointment will be done over the telephone to limit the amount of time spent in the surgery.

Cervical Screening

Routine checks for cervical screening are still being carried out with additional appointments available at the weekend through improved access.

Physiotherapy

Patients that would normally visit our physiotherapy clinics are unable to attend for a face to face review, however they are still taking calls and you can follow the link for physio videos www.torbayandsouthdevon.nhs.uk/physiotherapy . If you already have an appointment booked with the service, a physiotherapist will call you for a telephone consultation.

Shielding patients

We have started offering Nurse and GP appointments for our shielding patients. These appointments are pre bookable appointments and measures are in place to keep patients safe. We have a separate entrance from our main entrance and we have removed the need to use the self service check in screen to check in. We recommend when you come for your pre-booked appointment, you wear a face covering and come into the building on your own where at all possible.

General

Continue to seek NHS help through GP, NHS 111, 999 or A & E if you or your family become acutely unwell and believe you may be suffering from a serious or life-threatening condition.

You should continue with ongoing treatments for all your medical conditions and attend any hospital or GP appointments that are requested. Routine care is being carried out, where possible, through

phone calls or video links so you will not be asked to attend unless necessary. For now we are still unable to carry out ear syringing and ear checks.

Hospitals are safer than your own home if you are in need of emergency care and arrangements are in place to protect patients who are being seen for conditions other than COVID-19 to ensure they are safe.

If you need medical help you should still contact your GP practice, use NHS111 online or call 111. If you are told to go to hospital it is important that you go to hospital.

HANDI app is designed specifically with children in mind and is full of advice, support and guidance. To download <https://tinyurl.com/vcqsenuo>.

If you have a general enquiry, test result or prescription enquiry or need advice about common problems like pain, mental health or tiredness we have online consultations that provide a simple and secure way to access the GP surgery on your smartphone, tablet or computer. Visit www.cornerplacesurgery.co.uk.

With the NHS App you can check your symptoms, book appointments and order repeat prescriptions all whilst staying safe at home. It is a simple and secure way to access a range of NHS services on your smartphone or tablet. Visit www.nhs.uk/nhsapp

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