

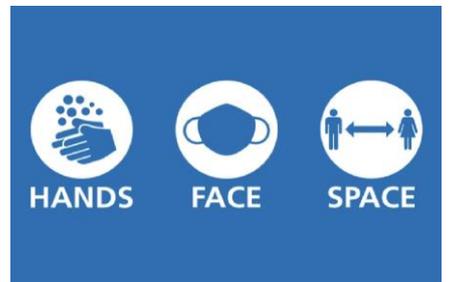


CORNER PLACE SURGERY

NEWSLETTER – WINTER 2021

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COVID Vaccine update

**Primary care
is ready.**

The first phase of the NHS COVID-19 vaccination programme has started.

When it is your time to receive your vaccine you will receive an invitation to come forward. Please do not contact the NHS for an appointment until you are contacted.

What a year 2020 has been for us all. Welcome 2021 and to a light at the end of the tunnel! This year will be a challenging one for general practice too. We want to ensure we continue as close to normal services as we can, whilst delivering the COVID vaccine programme over the next 6 months to thousands of patients.

The public have an important part to play to help the NHS to deliver the vaccination programme.

The key overarching messages for patients are:

- please don't contact us to seek a vaccine, we will contact you;
- when we do contact you, please attend your booked appointments;
- and please continue to follow all the guidance to control the spread of the virus and save lives.
- All eligible patients will be invited for an appointment at The English Riviera Centre in Torquay where all the COVID vaccines are being given.
- Alternatively you may be contacted by the National Booking System where you should use their website or ring 119 to book into one of the many locations in Devon for your vaccine. If you do not want to use this service, you must wait for us to call you for an appointment.
- You may be contacted by phone, text or letter

A tap and a click can save you a trip

Consult with your GP online
anytime, anywhere

Visit your practice website



You can help us by using our popular e-consultation service for all routine enquiries both medical and administrative. This is available via our website 'Consult your Doctor online' or via the NHS App. This will save you a telephone call to the surgery and you will get a response by the end of the next working day!

Facebook

We are always looking into new ways of keeping you up to date. We now have a Facebook Page up and running! Please search 'Corner Place Surgery' for regular updates.



Health Navigation

In order for the Doctors and Advanced Nurse Practitioners to prioritise their calls and the receptionist to direct you to the most appropriate service, we continue to ask our reception team to ask for a brief description of the issue you are ringing in for. There are many services available that you might not be aware of, that they can direct towards, saving you and us some valuable time. We appreciate your help with this.

COVID 19 Symptoms

If you have symptoms which are a temperature above 37.8° c and or a new continuous cough or a loss of taste or smell you need to go online to <https://111.nhs.uk/covid-19/>. Please only call 119 if you cannot access online. You should not come to the surgery but follow the advice given to you online or by 119. Any questions or queries surrounding coronavirus you should access online. .

Appointments

All our appointments continue to be triaged at the moment, so should you need to see a doctor or ANP, you will be put down for a telephone consultation which means the clinician will respond accordingly. If they feel you need to come down for a consultation, they will arrange this with you.



- You should continue to seek NHS help through your GP, NHS111, 999 or A&E if you or your family become acutely unwell and believe that 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 absolutely necessary
- We are still available to carry out smears and would encourage patients to book these.
- Hospitals are safer than your own home if you are in need of emergency care. 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 NHS 111 online or call 111. If you are told to go to hospital, it is important that you go to hospital

Childhood immunisations

Protect your child from deadly or incurable diseases such as Measles, Meningitis or Pneumonia by ensuring they still attend their vaccinations when invited. Staff will ensure vaccines are still safe to attend so book all vaccine appointments as planned to protect your children from serious infections

Delay in arranging vaccinations could leave your child vulnerable to deadly diseases, book your appointments with your GP practice now to best protect

Please do not attend the surgery unless you have been advised to do so by a clinician. Our Reception is not manned, therefore all queries will need to either be sent in via our e-consultation service or by ringing the surgery.

Appointments with our Practice Nurse and Phlebotomist can now be booked up to a week in advance

If you have been asked to come down to the surgery by a clinician you will need to check in using the self service check in screen and then take a seat and the clinician will call you through. However should there be a problem with your appointment you should take a pink piece of paper (situated next to the touch screen) and hold it up and wait in the designated waiting area and a member of staff will come out and help you as soon as they can.

Forms and Paperwork

Any forms or paperwork for collection will be posted and you must not come to the surgery to collect this.

Samples

In our foyer, you will find sample pots to provide a urine or faecal sample. Another box, situated next to our front desk reception is for returned samples. You must ensure that the slip inside is completed with relevant details required and placed in the sealed bag.
