



## CORNER PLACE SURGERY

### NEWSLETTER – SPRING 2020

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#### **CORONAVIRUS UPDATE – IMPORTANT INFORMATION**

We want to update you on our GP services during these unprecedented times. As frontline NHS workers we are all going above and beyond to support our patients but this does involve significant changes to the way we can operate. A huge thank you to all our supportive patients who have recognised our teams hard work and extra workload at this time. Demand to our services has increased over the last 6 weeks whilst at the same time we have reduced staff due to self- isolating and shielding.

We have been closely following the information from Public Health England and implementing the guidance in our GP surgery which is all about keeping us and our patients safe and minimising exposure to COVID 19, in addition to saving lives of the most vulnerable people in our community.

#### **COVID 19 Symptoms**

If you have symptoms which are a temperature above 37.8° c and or a new continuous cough you need to go online to <https://111.nhs.uk/covid-19/>. Please only call 111 if you cannot access online. You should not come to the surgery but follow the advice given to you online or by 111. Any questions or queries surrounding coronavirus you should access online. If you need to call the surgery for something other than COVID-19, you may find that you have to wait a little longer at the moment as we have an extremely high amount of calls at present and less staff. We thank you for your patience.

#### **Appointments**

All our appointments are being 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 call you back. If they feel you need to come down for a consultation, they will arrange this with you. Alternatively you can access the surgery via our website and complete an e consult. **Please do not attend the surgery unless you have been advised to do so by a clinician.** Our Reception is not manned. Regarding our nurse appointments you need to call the surgery on the day to arrange an appointment and you will be seen on that day where at all possible.

Appointments with our Practice Nurse and Phlebotomist that are necessary, can be booked on the day. There may be times where the clinician you need to see is not available and we may need you to ring back again another day. We are not able to book ahead as we do not want to end up having to cancel clinics due to a clinician self-isolating at short notice.

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 clinician will come out and help you as soon as they can.

## NHS APP/Patient access

Anyone that has enabled the NHS app and that are registered to the practice can send an eConsult from within the NHS app and the eConsult will arrive at the practice in the usual way. This can be set up without the need to come to the practice with ID. If you are already signed up to patient access, you can continue to use this, but you might prefer the new NHS app.

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## Prescriptions

Please be aware we have had reports from a number of patients that they are experiencing significant delays in receiving their medications when signed up with online pharmacies. We have been informed that Well.co.uk currently has a 14 day turnaround from when they receive your prescription to sending it to you in the post. Please **do not sign up to online pharmacies** unless you are prepared for significant delays in receiving your medication, as we are unable to get the prescription returned once it has been sent to them.

If you wish to change your nominated pharmacy then please contact the surgery prescription query line (option 4) between the hours of 10am-12pm and 2-4pm Monday to Friday.

We have been experiencing problems with our website and the ordering of medications via the form on our website, we apologise for this. Please do not use the form if possible as we cannot guarantee we will receive the request, but see below for the preferred ways of ordering your repeat medications.

The preferred ways of ordering are as follows (in order of most preferred):

1. Via the NHS App: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

Please follow the directions via the above web link. Please note it may take a few days to initially get registered, but once registered you will be able to easily and quickly order your medications as well as change your nominated pharmacy if required.

2. Via online services: <https://www.patientaccess.com/>

Please follow the above link to login or register for online services, but note you will also need to come into the surgery with 2 forms of ID before this can be set up. We are not asking patients to sign up to this whilst our reception front desk is not manned. Please note the NHS App is preferred over online services as it offers the same services, but you are able to register without having to come into the surgery with 2 forms of ID.

Via email: [Prescriptions.cornerplacesurgery@nhs.net](mailto:Prescriptions.cornerplacesurgery@nhs.net)

Please send your medication request to the above email address with the following information:

- Full Name:
  - Date of Birth:
  - Address:
  - Medication name, dose, frequency & quantity (For each medication requested)
  - Any additional comments (such as your nominated pharmacy, why you are requesting a medication early or a medication which you have not had for some time)
3. Via paper request: You can either tick the items you require on your repeat list or fill in a white request form in the reception foyer. This should then be dropped into the prescription post box (can be access from the outside of the building or just inside the reception foyer).
4. Any prescription queries you should call the surgery and go through to option 4 between 10-12 and 2-4. Queries outside of these times cannot be dealt with. Please be aware that due to the high volume of prescription requests please allow enough time for this to be processed.
5. Please also note we are unable to accept prescription requests from third parties, which includes pharmacies. If you order your medications via a pharmacy App or website then we will not be able to accept this.

## **Sick notes**

If you require a sick note if you are self-isolating this should be accessed via **111** online and it will be sent to you electronically.

## **Forms and Paperwork**

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

## **Samples**

At our reception desk we have sample pots to provide a urine or faecal sample and also another box for returned samples. You must ensure that the slip inside is completed with relevant details required and placed in the sealed bag.

## **Can I go to work during this pandemic**

There are clear government guidelines to support you during this time. The guidelines stipulate if you are identified as having an underlying health condition, you should shield for **12** weeks and where possible you should work from home. Everyone will have received a letter from NHS England or the surgery if they are in this category. For further guidance visit <https://www.gov.uk/coronavirus>

The changes that have been made to the surgery by the team at Corner Place and following the guidance to stop of spread of Coronavirus are in line with changes being made to all GP practices across the UK, so that we can prioritise care to those with an urgent need and the vulnerable.

We are offering other ways of accessing the practice such as econsult, online access and NHS app. Unfortunately we have no idea how long this is likely to be in place but during this time we ask that all our patients appreciate we are doing our best. It is a worrying and stressful time for all concerned.

## **Possible Scam - COVID-19 test code text message**

There has been notification of a scam text message regarding Covid-19 testing codes. Patients are reporting they have received a text with a code for a test when they haven't contacted NHS **111**. **111** have confirmed they have **NOT** sent out these texts, and any patients in receipt of these messages should delete them immediately without responding.

