

## MARCH 2020 NEWSLETTER

### Corona Virus

First of all, don't panic (Mr Mainwaring). Do NOT attend the surgery if you think you may be at risk as this would lead to the closure of the practice for a 'deep clean'. Please contact NHS 111 as they are dealing with suspected cases. Attending the practice will NOT speed things up and will have a huge impact on the care we are able to give other patients.

Remember it is usually a mild illness, less severe than flu and with low mortality but it is very infectious.

If you do see us in HAZMAT suits, please resist the urge to laugh.

Remember to wash hands regularly with soap and hot water. If you do not want to use the touch screen to check in, please make the receptionist aware.

We are wiping down door handles every 2 hours in the practice.

### Telephone Triage

We have been advised to telephone triage patients booking appointments and to remove the on-line facility during the corona outbreak. This is for your protection against patients attending when they might be at risk. We shall shortly be going live with e-consult and will try to reduce face to face contact where appropriate. You will only be asked questions relevant to the corona outbreak.

### Target Time

It is that time of year again when we need to hit our chronic disease targets. If you have been invited for a review but have not yet attended, please make every effort to do so in the month of March.

### Travel Plans

As far as we are aware, unless flights are grounded, insurance companies are unlikely to refund the cost of holidays. No letter from your GP will help this. Please check with your insurance company rather than request letters. We can still complete cancellation forms for those cancelling for medical reasons.

### For the Optimists

If still planning to travel, please check what vaccinations/malarial prophylaxis treatment is needed in good time before you depart. Travel immunisations are not part of the GP contract and although we offer this service at no charge to patients for the benefit of patients, late applications may be directed to the private travel clinics. The work we are contracted to do through General Medical Services will always take priority.

### Repeat Prescriptions

Try not to leave requests until the very last minute when you have one tablet left. We will do our best to get urgent scripts out on the same day but we are finding an increasing demand for this sometimes with considerable aggression attached. Please do not blame reception for your oversight. If requesting a script early, please state the reason why or it might not be issued. Some chemists need 5-7 days to turn requests around. They will be able to advise you regarding future requests. Gentle reminder – we do not accept script requests over the phone unless you are housebound.

Keep safe and don't hog all the toilet roll/ hand gel etc 😊