

JULY /AUGUST NEWSLETTER 2020

COVID-19

We have been informed by the CCG that the current way of working is likely to remain in place at least until the end of this year and possibly until the end of the financial year. The NHS remains in 'level 4' and as such restrictions remain very much in place.

We cannot tell you how much we appreciate your understanding, your embracement of the new technology and acceptance of the new way of working. Telephone triage is not likely to disappear any time soon – but at least we can direct you to the most appropriate service as not everyone needs to see a doctor or nurse.

The biggest advantage for the practice is that patients who need to be seen face to face are getting seen same day or next day and there is a vastly reduced waiting time for appointments.

As e-consult numbers increase we may have to extend the time by which we answer – we had 22 one day this week in addition to all the telephone, video and F2F appointments and it was impossible to respond within the time frame to all.

Your on-going cooperation is greatly appreciated.

SIGNAGE

Despite very prominent signs on the front door and on the way into reception asking you not to enter the building unless expected, there have been a number of instances where patients have walked in, some of them coughing, right up to reception and start breaking up the barricade keeping them 2m distant from reception staff. When asked to stop, reception staff has been met with verbal abuse. Such behaviour will not be tolerated. With the new rules over 'track and trace' it is vital staff are protected otherwise we might be shut down for two weeks. I know it is frustrating but I was polite when ticked off by the man in Tesco for walking the wrong way down a 3m wide empty aisle! (I might have no sense of direction but was wearing a mask) 😊.

FLU CLINICS – FROM SEPTEMBER

This year, we will be doing things differently. So far the plan is to have three jabbers at the same time – both doctors and the practice nurse. Two will be outside in pop up gazebos (with sides and lights!) and one will be stationed in the porch. It will be a bit like at the airport – there will be a holding pattern so that only 1 (or 2 if part of a couple) will approach an immuniser at any one time with the remainder appropriately spaced along front of building.

We are thinking of inviting 15 patients to attend at a time. Twenty minutes later, the next 15. This should give plenty of time for people to get off the car park (please walk if you can) and allow the next session in. Timing will be key.

We might have to consider doing it at a weekend with strict time slots. Ideas welcomed! All will depend on whether the vaccines arrive on their due dates or if there will be a several month delay like last year. We hope to get cracking with the flu jabs in September as soon as they arrive. We will be sending text messages and putting information on the website as soon as we have any.

At the very least, please come prepared – short sleeves, no jacket, with brolly (in case of having to queue outside), wearing face mask, only coming if we are expecting you.

We will not be able to run drop in sessions as in previous years.

If you are housebound and would like a flu jab, please let reception know.

We will only be able to offer flu jabs to those aged 50-65 not in a risk group once our highest risk patients have been vaccinated. We need central supplies of vaccines for this cohort of patients as this curve ball has been thrown very late in the day when we put our flu orders in the previous January.