

JUNE 2020 NEWSLETTER

How are we all doing?

We appreciate this is still a very difficult time for everyone and those who have been self-isolating might really be feeling the strain. Hopefully we are through the worst and we will soon be able to resume normal contact with friends and family. I won't pretend to claim to understand the logic behind all the government guidelines regarding social distancing – but hopefully we will all be sensible.

Cervical Smear Scam

A scam is currently happening where women are being contacted by text and asked to ring a mobile number and to give personal details. THIS IS NOT FROM THE SCREENING TEAM. Please report this and do not respond to it.

COVID-19 Support 'Room'

This is a new addition to the practice Footfall website. It has a lot of useful information regarding well-being while staying at home, advice for those with pre-existing conditions, advice for the vulnerable, sick-notes when self-isolating and a 'keeping active' section. I made the mistake of checking out the 'keeping active' section with hilarious results. Let me just say you need two good knees (but my efforts boosted staff morale 😊). It is worth a look.

Post-COVID-19

We will be looking hard at the changes in working patterns to try to maximise the efficiency of the practice to ensure that patients get the right help at the right time. We had no desire to move to a telephone triage system prior to this but having had this forced upon us we have realised we do not 'need' to see every patient. We are processing more requests daily than ever before which will reduce waiting times for face to face appointments.

The downside is there are now many ways in which to request the same thing and we will be working with you to find out the best approach. It is vital we have your correct mobile details and personal email address. If you approach the practice via email, it is vital you check your emails for a response. We can get the same request in on consecutive days and we can see the response has not been read. It is new to everyone and I guess we will all improve over time.

Do not contact a specific doctor directly through Patient Access if your enquiry is time sensitive as that doctor might be on annual leave. It is safer to complete an e-consult, or 'ask the practice a question' through the Footfall website.

If on completing the e-consult you are directed to NHS 111 or to dial 999, this suggests that asking the practice might not be the most appropriate course of action.

Face to Face Appointments

Only the doctors, nurse and midwife are booking F2F appointments (after telephone triage and COVID-19 screening). If you have been told by NHS111 to attend your practice immediately, please don't. You need to phone the practice and someone will get back to you. We are still seeing those patients who need to be seen F2F but the appointments are staggered. Please do not arrive before your actual appointment time.

Toilet Facilities

A number of patients and non-patients are entering the building just to use the toilet (and not having been asked to attend after being screened to provide a sample). Please do not do this as we are trying to keep the building safe for all.

