

NEWSLETTER

SEPTEMBER 18, 2020

CORONAVIRUS CHANGES

Throughout this pandemic we have worked hard to continue to operate an effective service for our patients. We have made changes where we can to reduce potential risk to both patients and staff members. This means we are a COVID secure building.

These changes include:

- Putting up screens on the reception desk at both sites
- Switching to a telephone triage model where all initial appointments are carried out via telephone
- Reducing paper usage
- The wearing of masks by all staff and patients when moving about the practice (staff can remove their masks when at their desks)
- Fitting of an intercom at Junction

TEXT MESSAGING

As part of our push to reduce paper and improve communication between staff and patients we are asking all patients to provide their mobile phone number and to opt in to text messaging. This is useful for a number of reasons – GPs can request photos, initiate video consultations, or send links to health advice. If you've not signed up yet, get in touch and make sure to keep your number updated.

GP CONSULTATIONS

As mentioned above, we have moved to a telephone triage model where all appointments are initially carried out via telephone. All GP appointment requests are assigned to our GPs. They will carry out a telephone consultation to assess the most appropriate next step. In many instances issues can be dealt with over the phone. In

other instances a video call may be useful. If a physical examination is required the GP will arrange for the patient to come in to see them (often later that same day).

Q DOCTOR

Q Doctor is a video consulting software which we will be starting to use more over the next few months. If you need to have a video call from the GP or another clinician, it is recommended that you download the free Q Doctor app from the Apple App Store or from the Google Play Store.

FLU SEASON

Flu season is here. You may have noticed that various pharmacies are offering appointments for the flu jab. We are also now offering appointments, though the next available appointment may not be for a few weeks. There are several reasons for this:

1. We don't receive all our vaccinations at once, and there are actually 3 types of vaccines. We have received some of the nasal vaccines (which are for those aged 2-18), and expect to receive some of the other 2 types in the next few weeks. We will then get further deliveries in October and November. We have no say in the delivery date – we get what we're given and have to hope that the date doesn't get changed.
2. Due to COVID we have opted against having open clinics. All flu clinics will be pre-bookable only.

We will be sending out texts to eligible patients in the next few weeks.

To book please give the surgery a call on 01612713030.