

Looking After Your Safety



Many of the national COVID-19 restrictions ended on the 19th of July. However, Public Health England's infection prevention control guidelines will remain in place across all healthcare settings, including GP surgeries and hospitals.

This means that everyone accessing or visiting the Practice must continue to wear a face covering and follow social distancing rules at all times.

Covid rates are very high locally and the threat of the virus remains. We ask that everyone does their bit to help and minimise the spread of infection.

These measures remain in place to protect our patients and our staff, so that the most vulnerable among us can continue to attend healthcare settings safely.

If you have not yet had your Covid vaccination, we would encourage you to book this now, either by visiting grabajab.net or speaking to reception.

At this stage we are still delivering appointments via telephone, video consultations or messaging via your phone or computer. You will be offered a face-to-face appointment where there is a clinical need. We will discuss your preference with you.

Thank You for your ongoing support and cooperation

FLU

We are in the process of planning for our flu clinics this year, with a view to our first clinic taking place in September.

We know that a number of community services can also offer our patients the flu vaccine. Where possible please support us, your GP Surgery, by having your vaccine with us, here at the surgery.



Demonstrating your COVID-19 vaccination status

Demonstrating your COVID-19 vaccination status allows you to show others you have had the full course of the COVID-19 vaccine. This is useful if you are travelling abroad.

You can access your NHS Covid Pass through the free NHS App: [NHS App - NHS \(www.nhs.uk\)](https://www.nhs.uk) on a mobile device.

You can also access the pass through the NHS website. You will need to register for an NHS login to access this service .

If you are not able to access your pass using either of these methods, you can request a letter by phoning 119.

Please be advised that as a GP surgery we cannot provide you with a letter showing your COVID-19 status.

Our Appointment Book Explained

We have different types of appointments and we recognise that there is no “one size fits all”. The below explains the different types of appointments that are available to you.

Urgent medical care

If you need clinical advice on the same day there are a number of options:

♦ **Phone the surgery** - our receptionist will ask for a brief description of the problem and will arrange for one of the duty team to call you back. The duty team will try calling twice, please try to be available to answer. If an examination is required this will be booked by the duty team.

♦ **Complete an econsult** – these work extremely well for some medical problems e.g. a urinary infection. Photos can be included e.g. for rashes. Econsults regarding urgent medical problems will be dealt with the same day or next working day by the duty team, who may phone you for more information. If an examination is required this will be booked by the duty team. We can also reply to your econsult by secure text message e.g. to let you know we have sent a prescription for some medication.

Our reception team are trained to recognise medical emergencies and signpost your enquiry whether it is received by phone or econsult. They can also now refer you for an assessment with a **community pharmacist** on the same day.

Routine medical care

If you have an ongoing health problem please book in advance with your usual clinician. You can book up to 4 weeks ahead by phone or online via [patient access](#). Early morning and evening appointments are also available. We encourage all of our patients with an ongoing problem to see the same clinician, and to follow-up results of tests with the clinician who organised the tests. The clinicians will always call you if any test result is urgent, otherwise routine matters are usually dealt with in 2-4 weeks. Test results for tests requested by the hospital are given to patients by the hospital clinicians and not by us.

Routine medical problems and follow-up appointments can also be requested via econsult. You will receive a text from our reception team to let you know when the econsult will be reviewed by the clinician. On that day the clinician may wish to call you for more information, or may text you ahead of time to request pictures or suggest you come in for an examination or blood test.

We also now offer additional specialist appointments with our [social prescriber](#) Caitlin, and care co-ordinator Romany. We also have a prescription team which includes our pharmacists Luke and Isabel and our prescription clerks. If you have a medication query it is likely they can help you. They will always liaise with your usual GP if needed.

Nursing care

If you have a medical condition like asthma, diabetes or heart disease you will be invited for an annual check-up with the practice nurse in the month of your birthday. For some conditions information is gathered before the check by econsult. This can help the nurse have more time to focus on your needs during the appointment.

If you need a repeat prescription for contraception or HRT please book ahead with the practice nursing team for your annual check. If this is being done by phone please try to measure your weight and blood pressure at home.

Administrative help

If you need assistance with a referral or administrative process, like a letter, please ask to speak to the admin team who will be pleased to help you, or complete an administrative econsult.

If you need help with a prescription e.g. changing your usual pharmacy, please contact the admin team: our prescription clerks will be happy to help. Repeat prescriptions can be set up with a nominated pharmacy and ordered online through [patient access](#). If you need help with a pharmacy query please contact your pharmacy directly.

Requests for sick notes can be made via econsults and the note can then be emailed to you.