

# Mitcheldean Surgery

# Newsletter

May 2020

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## Contact Us

Tel: 01594 542270

Option 1 to cancel an Appointment

Option 2 for Reception

Option 3 for Dispensary

Option 4 for the Medical Secretaries

Gayle Sykes, Practice Manager

Tel: 01594 545320

Mitcheldean Surgery

Brook Street, Mitcheldean

Gloucestershire, GL17 0AU

### Website

[www.mitcheldeansurgery.co.uk](http://www.mitcheldeansurgery.co.uk)

If you have any comments regarding the Surgery, please send these to us via the Contact Us page of our website, or contact Gayle Sykes, Practice Manager, on 01594 545320.

## SURGERY UPDATE

Following the start of easing the lockdown situation, we thought it helpful to give patients some information on how we are working here at the Surgery. In order to continue to protect our patients and our staff we are still trying to reduce the footfall of people through the Surgery.

### GP Appointments

We will be continuing to offer on the day telephone appointments. If you need medical help, when you call the Surgery you will be offered a telephone appointment with a doctor in the first instance. This will be a same day appointment at a set time so you will know when the doctor is going to call. If your doctor feels you need to be seen face to face, they will arrange this with you during the telephone consultation. Your GP will advise you which room you will be seen in, the entrance into the Surgery may not be the main front door. Your doctor will give you instructions to follow.

We are now also able to hold video consultations with patients so you can see and speak to your GP without having to come to the Surgery. Your GP will also be able to see you. If your doctor feels this would be appropriate they will send you a link via a text message and you can use your mobile phone, tablet or PC to connect to the video consultation system. You can find further information on how this works on our website, [www.mitcheldeansurgery.co.uk](http://www.mitcheldeansurgery.co.uk). This is really easy, but please familiarise yourself with the guide so you know how to access the system if needed.

When you call the Surgery, please give the Receptionist a brief idea of the reason for your call. They are following a comprehensive set of guidelines which have been produced by our GPs and this will ensure you get the help you need quickly.

### Practice Nurse and Blood Test/INR Appointments

Currently, our Practice Nurses are only seeing patients for wound dressings, removal of stitches, contraceptive and cancer injections, baby immunisations and cervical smears. If your baby is due for their vaccinations please still book an appointment at the right time when the immunisations are due. If you are due to have a cervical smear, we would encourage all ladies to book for this as normal.

For blood tests, we are currently only seeing patients who need urgent bloods which have been requested by your doctor or by the hospital, or for an INR check.

## **B12 Injections**

We are currently not giving any B12 injections and are asking patients who would normally receive a B12 injection to use dietary supplements instead. This is a County-wide decision. Following recent information from the Haematology Department at Gloucestershire Royal Hospital we will be shortly be issuing some new guidelines with regard to the administering of B12 injections. We will be writing to affected patients to advise of the changes and the information will be available on our website, [www.mitcheldeansurgery.co.uk](http://www.mitcheldeansurgery.co.uk).

## **Ordering your Medication**

Our Dispensary continues to be very busy. Due to the volume of requests we are still asking all patients to allow at least a week between ordering and collecting their medication. If you usually collect from somewhere other than the Surgery, you should allow a little a little longer to allow your preferred pharmacy to process your request.

The Surgery uses the Electronic Prescription Service where patients can choose their preferred pharmacy - this is known as a nomination. Your prescription can then be sent electronically to your nominated pharmacy which is a much quicker system and avoids the need for patients to have to come to the Surgery. If you have not yet signed up to the Electronic Prescription Service you can do so at any pharmacy, or by sending a request via the Prescriptions and Medicines Centre on our website, [www.mitcheldeansurgery.co.uk](http://www.mitcheldeansurgery.co.uk).

You can request your medication via your SystmOnline account, or directly via the Prescriptions and Medicines Centre on our website. We would encourage all patients to request their medication online where possible rather than coming to the Surgery. If you could prefer to re-order using your repeat prescription slip then please pop your request into the big red post box in the foyer of the building and not come into the waiting area.

We regret we are unable to accept medication requests by telephone.

## **Long Term Condition Reviews**

We know that many patients attend the Surgery for a review of their long term conditions, eg, asthma, COPD, diabetes, etc, and we have been working to find ways to still ensure patients receive these regular screening checks. We have been sending text questionnaires for some of our asthma and COPD patients and are currently looking at ways to review other affected patients. If you do receive a text questionnaire, please complete it and text it back to us. Your response will be reviewed by our Practice Nurses and they will contact you to advise the next steps.

## **Use our Website/Follow our Facebook Page**

We would ask all patients to use our website, [www.mitcheldeansurgery.co.uk](http://www.mitcheldeansurgery.co.uk), where possible. You can ask the doctor a question, request a sick note, request your medication plus a lot more, all without needing to leave your home. We also post regular updates on our Facebook page, so follow us to keep up to date with what is happening here at the Surgery.

## **If you have any concerns or queries**

If you are at all concerned about any aspect of your health care, or don't know where to find the information you need, please don't hesitate to contact us and we will do our best to help.

Thank you.