

Mitcheldean Surgery Lockdown Newsletter

November 2020

INTRODUCTION

Firstly, we would like to thank all our patients for their support and understanding over the past months which have been challenging. As we are now entering a further period of lockdown, we thought it would be useful to set out how our services will be provided over the coming weeks.

IT WILL BE BUSINESS AS USUAL

The Surgery will remain open and accessible to all patients, and we will not be closing or locking our doors. Our main priority is keeping all our patients and our staff safe during this difficult time and ask everyone when coming to the Surgery to wear a face mask or covering. Wearing a mask or face covering protects everyone around you and we are all wearing our masks to protect you. Please also respect the social distancing measures currently in place.

COMING TO THE SURGERY

Before coming to the Surgery, please think about whether your visit is really necessary? We have had a lot of people just “popping in” with queries that could have been dealt by telephone. We know our telephone lines are busy (we are limited to 4 incoming lines only), but we do our best to answer your call as quickly as possible. If your call is not urgent, please don't call at 8.30 am as the lines are always very busy. Leave it until a little later on. The telephone is not the only way to contact us. You can send a message via our website: www.mitcheldeansurgery.co.uk, or for non-urgent medical advice submit an e-Consult, we will respond to you as quickly as we can.

If you do have to come to the Surgery, as mentioned previously, please wear a face mask or face covering to protect those around you and respect the social distancing measures in place. If there is someone at the dispensary window please wait either in the foyer or outside until that person has moved away. The Receptionist will monitor numbers sitting in the waiting area. You may be asked to wait outside if it is busy.

To try and reduce the number of people in the waiting room at any one time, if you have a pre-booked appointment to be seen face to face please arrive at your appointment time, please do not come too early. To enable access to the waiting area and in fairness to our other patients, if you do arrive early we may have to ask you to wait outside until your appointment time.

GP APPOINTMENTS

All GP appointments remain by telephone call in the first instance. We have a Duty Doctor each day (two on a Monday), who begin the morning with a clear appointment book to deal with requests from patients on that day. If you need medical help, you should be able to get a same day response if you call before 1.00 pm.

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SICK NOTES (MED3 Certificates)

You can request a sick note online via our website at www.mitcheldeansurgery.co.uk and once issued this can be sent to you by text message or by e-mail. Sick notes can be requested in advance, but can only be issued on the day they are due (not beforehand). If you are undertaking any form of therapeutic work to aid your recovery, please include details of this with your request so we can provide you with the most accurate sick note possible. Please allow 48 hours from the due date before contacting us to allow us time to send your note to you.

MEDICATION

Given the continued very high demand we are asking patients to allow 5 working days between ordering and collecting your prescription or medication. Please remember that Saturdays, Sundays and any bank holidays are not working days for us here at the Surgery and no requests will be processed on those days.

The cut off time for ordering is 11.30 am, anything ordered after that time will not be processed until the following day.

BBC NEWS: DISCUSSION RE CORONAVIRUS VACCINE

You may have seen on the BBC News on the morning of Monday 9th November the discussion regarding a Coronavirus vaccine being offered in Primary Care. There is no definitive information for Practices on this as yet. We have no more information, please do not call the Surgery regarding this.

If and when information becomes available we will contact those eligible - we do believe that if and when a vaccine becomes available there will be a process for identifying those who need to be vaccinated in the first wave.

FLU VACCINATION APPOINTMENTS

We would like to thank all patients for their understanding during what has been a difficult flu season this year.

We have now invited all patients who are eligible for an NHS flu vaccine to come in to be vaccinated, either by text message or by letter. If you believe you are eligible but have not yet been contacted, please contact the Flu Line on the number below as soon as possible.

There is no further information from NHS England for those patients aged 50-64 not in an at risk group who would not normally have a vaccination. We ask that you do not contact us regarding this or try to book an appointment to be vaccinated as we will not be able to do this for you. We will contact you and update our Website and Facebook page when more information becomes available.

Contact us about Flu via the Flu Line - 01594 545329 (between 11 am to 2 pm)