

ASKERN MEDICAL PRACTICE

The White Wings Centre
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Dear Patient,

23rd April 2020

Health Services in Doncaster are working together to keep patients safe while providing essential services during the coronavirus (COVID-19) pandemic. We understand this is a worrying time for all our patients so we are writing to you to tell you what we are doing.

Practices have moved most appointments to telephone or video consultations. You should not turn up at a GP surgery without an appointment as you will not be seen, please phone us instead. We will then give you advice on what to do. The surgery may be very busy at the moment, so you may have to wait longer than usual to speak to someone.

It is really important that if you're concerned about an existing health condition - such as a **lump in your breast, blood in your urine or faeces or unexplained weight loss - or are feeling unwell**, you still get in touch with us in the first instance. Don't leave this to chance.

Appointments will be carried out by phone or video consultation. We may put measures in place in order to separate patients who may have COVID-19 symptoms from patients not displaying any symptoms. This will reduce the risk of infection to you, your family and our staff.

We are not accepting paper prescriptions requests at present, however you can order online, please register with the practice if you have not already done so alternatively you can register with a local pharmacy of your choice and sign up for electronic prescribing system (EPS). We will make sure your prescriptions are sent over electronically to the chemist that you are tagged to.

Anyone experiencing a health emergency must call 999 or go to their local A&E. A health emergency could be if you're experiencing chest pains, having blackouts, experiencing severe blood loss or notice anything worrying such as slurred speech, a drooping face or loss of feeling in your arms or face. To make sure you get the right treatment, please tell the operator (when ringing 999) if you have coronavirus or symptoms of this and mention this to paramedics on arrival.

Anyone who has symptoms of coronavirus should stay at home and use the NHS 111 online service (<https://111.nhs.uk/covid-19/>). Only call 111 if you're unable to get help online.

If you are self-isolating or shielding and require help such as shopping, collecting medication or someone to speak to, please call us and we can arrange for the NHS Volunteer Responders to contact you.

Please be patient with our staff who are working under intense pressure and in reduced numbers to provide this essential service. Your understanding and patience is appreciated. Stay home, protect the NHS, save lives.

Yours Sincerely

Askern Medical Practice

Here is some information that you may find useful

Doncaster Council

The customer service areas in Doncaster can be contacted on:

<https://www.doncaster.gov.uk/services/health-wellbeing/coronavirus-covid-19>

Doncaster Community Hub

We have launched a Community Hub in response to the COVID-19 crisis, to ensure the most vulnerable people across the borough will be supported during the coming weeks. To find out more visit www.dncommunityhub.org.uk or to access help and support from Doncaster Community Hub or to volunteer call 01302 430300 or email enquiries@dncommunityhub.org.uk

NHS website www.nhs.uk/conditions/coronavirus-covid-19

Government advice - <https://www.gov.uk/>

INCLUDE USEFUL HELP INFORMATION SENT ON DAILY UPDATES

PLEASE ADD PRACTICE EMAIL ADDRESSES ALSO