

Remote PPG Update May 2020

Manor Park Surgery

Hello Everyone,

I would like to start this update by extending all our hopes that you and your families are keeping safe and well during in these difficult times.

Please remember the practice is here to support you with all health concerns as normal. I will update you on the measures we have in place to ensure we keep our patients and staff as safe as we can while still providing healthcare to our community.



ONLY COME TO THE PRACTICE IF YOU ARE ASKED TO UNLESS IT IS TO COLLECT A PRESCRIPTION, SICK NOTE OR TO DROP OFF A SAMPLE ON THE PRACTICE'S REQUEST.

To see what measures we have in place and what services we are still able to offer please continue reading...

Entering Reception

The Entrance – We have clear signage displayed on our doors to stop patients entering who may have symptoms or may have been in contact with others who have symptoms.



Reception Desk

Following government guidelines we are adhering to social-distancing advice between everyone in the practice.

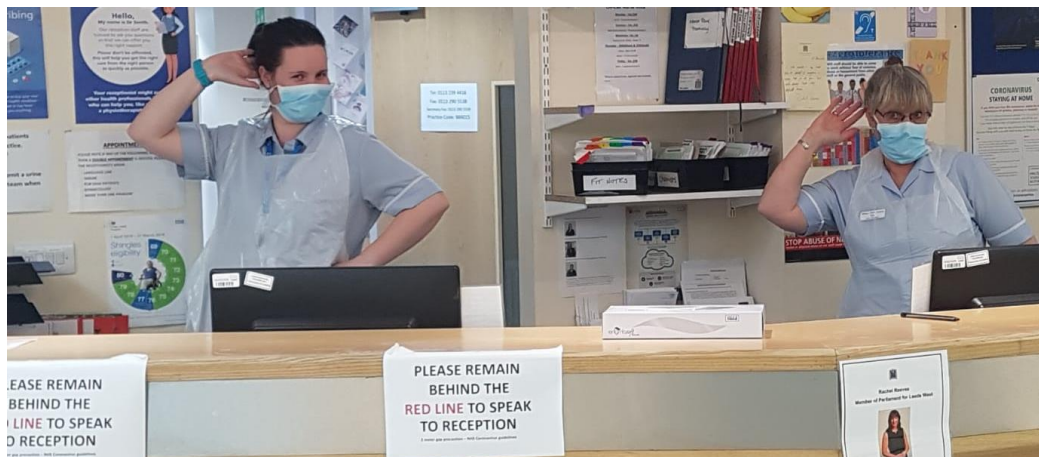


Care Navigators

Our brilliant care navigators are still in place on the front line to meet, greet and help manage patients who have no choice but to attend practice. Our care navigators will also be wearing PPE.



As well as keeping us all smiling of course....

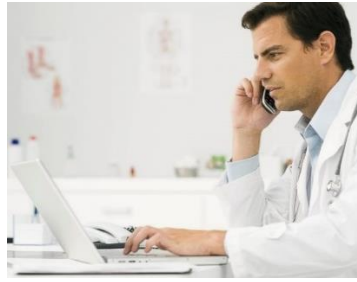


Doctors' Appointments

- Appointments are bookable online and by telephone only.
- Telephones – Can be booked at 8am for the morning appointments and 1pm for the afternoon appointments.
- Online – Can be booked at 7pm the evening before for the morning appointments and 1pm for the afternoon appointments.
- Appointments are split 50/50 between both telephones and online so no method has the advantage.



- All GP appointments are telephone consultations in the first instance.



- If after speaking on the telephone, the doctor feels you need a physical examination. You will be asked to attend the practice. The doctor will see you in full PPE (Personal protection equipment).

This will include:

- ✓ Plastic Apron
- ✓ Facemask
- ✓ Rubber gloves



You will also be asked to wear a face mask and gloves before entering the consultation room.

This is for the safety of our staff and patients. We will only request you attend practice where it is felt essential for you to be physically seen.

- After you have been examined, you will be asked to leave the practice and if required the doctor may contact you by telephone to continue your consultation.
- Any prescription you may require will be sent electronically to a pharmacy of your choice for you to collect or request delivery.

Home Visits

Our doctors and nurse practitioner are still providing home visits where necessary.

Home visits are:

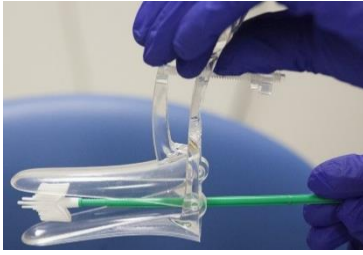
- Consulted over the telephone in the first instance.
- If essential examination is required, then a doctor will visit wearing full PPE for the protection of the patient and doctor.



Nurses and Health Care Appointments

Our amazing nursing team are still seeing patients for urgent and essential appointments such as:

Cervical Smear Test



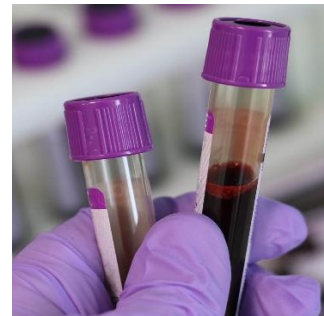
Baby Immunisations



Wound Management



Urgent Blood Tests



Adult Vaccinations
(not travel)



Chronic Disease Reviews
(By telephone)



System One On-Line Services

We are working hard to contact as many of our patients as possible to offer on-line services. Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app. You can choose to:

- ✓ Book and cancel appointments with your doctor or nurse online, when it suits you. Your surgery will choose which appointments can be booked online.
- ✓ Order repeat prescriptions online. Some patients have found that they save money and time as they don't need to make a special trip to their surgery to order repeat prescriptions.

Online services are free to use and are just another way of contacting us. You can still ring us and visit in person like you do now. We will not ask you to complete a form, we will ask for some information regarding you and your recent visits to practice so we can vouch for you instead of requesting for official identification.

NHS APP

We also want to make our patients aware of the NHS App.

Patients like the NHS App because:

- they get 24-hour access from anywhere
- they don't waste time trying to get through on the phone
- they have more control over when they book appointments
- they can cancel more easily if they need to
- they can order their repeat prescriptions easily
- NHS login means in most cases they don't have to come into the practice to get access
- when they do still call rather than using the app, phone lines and reception staff are more likely to be free
- they have access to information about their medications, conditions and treatments wherever they are

Search on the play store for the NHS App.

This is a very fast moving and ever-changing situation. The practice has and will continue to put necessary measures in place to ensure the safety of our patients and staff while continuing to offer our patients the best care possible in these trying times.

We thank each and everyone one of you for your patience and understanding while we do our part to manage this pandemic.

Best (and Safe) wishes

Karen, Dr Barton and the practice team.

Helpful Information

- Coronavirus LCC HelpLine - If you' are unable to leave the house due to the COVID-19 Virus pandemic and you're worried because you don't have family or friends who can help, please contact Leeds City Council on 0113 3781877 and you will be matched with a local volunteer.
- Anyone who feels they can volunteer for a range of different roles dependant on availability and preference, by visiting [doinggoodleeds](http://doinggoodleeds.org) or emailing info@val.org.uk or calling 0113 2977920

- Coronavirus and your mental wellbeing
<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/>
0300 1233393

- NHS UK
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

- Citizens Advice
<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

- High Risk Patients
If you do not have contacts who can help support you go to www.gov.uk/coronavirus-extremely-vulnerable or call 0800 0288327, the Government's dedicated helpline.