



The Croft Medical Centre

Patient Participation Group

March 2020

Bank Holiday Closures

During the Easter period the surgery will be closed on the following days:

Friday 10th April 2020 (Good Friday)

Monday 13th April 2020 (Easter Monday)

The surgery will also be closed for the Spring Bank Holidays in May 2020 on the following days.

Friday 8th May 2020 (Early May Day Bank Holiday)

Monday 25th May 2020 (Spring Bank Holiday)

Please note the early May Day Bank Holiday is traditionally held on a Monday, however, this year is on **Friday 8th May** VE Day as it marks the end of World War Two.

If the practice is closed and you have an urgent medical condition that cannot wait until the practice opens please telephone the Urgent Care Services on 111.

Electronic Prescription Service

From Monday 30th March 2020 the surgery will be going forward with Phase 4 of the Electronic Prescription Service. This will mean that now 95% of prescriptions will go electronically even if you do not have a nominated pharmacy.

If you currently do not have a nominated pharmacy your prescription will still be signed

electronically to the central spine so that any pharmacy will be able to download this. However, to do this you will still need to collect a token from the surgery to be able to collect your prescription from a pharmacy. You will not be able to collect a token until your prescription has been signed electronically.

If you have not nominated a pharmacy to collect your prescription from we recommend you do this. You will then be able to collect your prescription without having to come to the surgery first to collect a token.

Farewell

At the end of January we said 'Goodbye' to Dr McCole. We would like to thank her for her years of service at Croft and wish her well for the future.

Social Prescribing

Social prescribing is a new service where a GP, nurse or other healthcare professional can refer you to a specialist link worker to talk about non-medical issues you may be facing and who will then be able to find the right service to support you. This service can help you to improve your health and well-being to make positive life changes.

- Healthy lifestyles and active lives.
- Accessing specialist services and support.
- House, benefits and financial advice.

- Getting involved in local groups and activities
- Employment, training and volunteering
- Education and learning
- Befriending, counselling and groups

Coronavirus (COVID-19)

This is a new illness that can affect your lungs and airways. This is caused by a virus called coronavirus. If you have been abroad or have concerns that you have been exposed to or maybe infected with Coronavirus please **DO NOT** attend the surgery or the hospital.

Call 111 for advice.

Because this is a new illness it is not known exactly how coronavirus is spread from person to person. It is unlikely it is spread through food and packages. However, viruses like coronavirus can't live outside the body for very long.

Symptoms to look out for:

- A cough
- A high temperature
- Shortness of breath

These symptoms do not mean you necessarily have the illness as the symptoms are very similar to other illnesses that are much more common e.g. cold and flu.

Things you should **do** to help:

- Cover your mouth and nose with a tissue do not use your hands when you cough or sneeze.
- Put the used tissues into the bin immediately.
- Wash your hands with soap and water or alcohol based hand sanitiser gel.
- Try to avoid close contact with people who are unwell.

Don't:

- Touch your eyes, nose or mouth if your hands are not clean.

NHS 111 has an **online coronavirus service** that can tell you if you need medical help and will advise you what to do.

The Department for Education have set up a helpline offering guidance and further information from Early Years to those in Universities.



New Members

We are looking for new members to join our patient group. The PPG consists of patients and practice representatives who meet bi-monthly, in the evenings, to discuss areas of the practice for improvement and identify any areas raised by patients. We aim as a group to provide a patient perspective on the services provided at Croft. The group works with the practice to support improvements and areas of concern identified by patients and the Practice.

We are looking for patients who you want to help improve health services within the local community and want to be involved in the way services are provided at Croft. Our group consists of patients from a variety of categories and we are keen to hear from patients who are from the following criteria: working patient, carer, working parent and patients with a disability. If you would like to know more and want to make a difference for patients please get in touch using our email: ppgcroft@gmail.com