



## **November 2020 - Surgery Newsletter**

### **WINTER DEMAND – Help us to help you!**

As we head into winter, demand for our services usually increases substantially. We really do need all of our patients to consider whether they really need to see a doctor before calling and consider using other local services which might be more appropriate. Of course if you consider your problem urgent we are always here to help and our daily on call doctor triage system will ensure you are seen in a timely manner.

As well as some great websites below, you can also get professional medical advice from your local pharmacy and patients can call 111 at any time 24/7 for help and advice.

**There is plenty of help on the internet, so why not try the following websites:**

**[www.nhs.uk](http://www.nhs.uk)**

**[www.patient.co.uk](http://www.patient.co.uk)**

**There is also an excellent leaflet for parents called “When Should I Worry”** giving guidance on coughs, colds, earache and sore throats which can be downloaded at **[www.whenshouldiworry.com](http://www.whenshouldiworry.com)**

### **ATTENDING THE SURGERY FOR AN APPOINTMENT**

Due to social distancing we now have to limit the number of patients in the waiting room. To assist us with this please do not arrive more than a minute before your appointment time. If you do arrive early we will have to ask you to wait outside the Surgery or in your car, so please help us by arriving on your appointment time. We are very aware that as winter approaches we do not want to have to ask patients to wait outside in the cold so by arriving on your appointment time we can avoid this.

We also ask that patients do not bring anyone with them to their appointment. The only exception to this would be for a child or a patient who is particularly unwell or frail and needs assistance to come into the Surgery.

### **PRESCRIPTION REQUESTS**

Our Prescription Clerks are getting a lot of calls from patients checking to see if their prescriptions are ready. If you put in a request for your prescription this will be issued within three working days unless we contact you. If you wish to check if the prescription is ready rather than contacting our Prescription Clerk, can we please ask that you contact your Pharmacy who will be able to confirm if they have received it.

### **PATIENT PARTICIPATION GROUP**

At the time of writing the Newsletter there isn't a Patient Participation Group meeting planned in November. If this situation changes then PPG members will be informed by email and we will also advertise this on the Surgery website.

***Sue Mitson – Operations Manager***