



DOWNLAND PRACTICE

Patient Info Sheet Issue No: 006 (March 2020)

Welcome to the Downland Practice patient info sheet. The aim of this is to act as a communication link to all our patients registered at the practice and to inform you of any changes occurring. This edition will concentrate on the following issues:

1. Coronavirus (COVID-19) Update
2. GP Patient Services
3. Patients Advised to Ring 999
4. Non-NHS Private Work
5. Clinical Pharmacist
6. Carers – Identify yourself please

Coronavirus (COVID-19) Update

Generally, most of us will have heard about the Coronavirus that is currently receiving lots of media attention. Thank you to all our patients who have followed the advice for those patients who are possible Coronavirus infected. It is okay to clean your hands more than once. If you sneeze please use a hanky to catch your sneeze, or if you do not have a hanky to hand then use the crook of your elbow – Catch it Kill it Bin it.

GP appointments at the surgery will be screened by a GP telephone call first and then a decision will be made if the patient needs to attend the surgery. Repeat medication requests will only be issued for 1 month at a time due to supply concerns. Telephones will be answered where possible, but the surgery is experiencing unplanned staff absences. Medications can be collected from the Pharmacy. Requests for non-NHS services (requests for medical records/medicals etc) will be dealt with once the surgery is able to return to normal service. Questions submitted on the website may take longer to receive a reply again this is down to what staff we have available to deal with these requests. Updates on the Downland Practice can be found at the practice website

www.downlandpractice.nhs.uk

On behalf on the GP Partners at the Downland Practice thank you for your patience

GP Patient Services

The Surgery will be regularly assessing the situation in regards of staffing both clinical and administrative. Staff are currently being briefed daily at 09.00 – 09.30, this is essential so the team can adjust to whatever challenges this situation brings to the surgery. During Staff briefings the surgery phones will not be answered and the doors to the surgery will remain locked. The will contact patients directly when there are hospital test results that are significant.



Patients Advised to Ring 999

There are times when patients are advised to ring 999 by surgery staff. Please ring 999 if this advice is given to you, the reason this advice is given this is because this is the best point of the NHS system for timely care to be administered based on the information that the surgery staff have been given.

Non-NHS Private Work

The Downland Practice has recently reviewed the process for patients who require to have Non-NHS private work undertaken at the surgery. This includes HGV/Taxi/Sport medicals, shotgun/firearms licence applications and GP letters. The full list of services available and costings can be found on the practice website www.downlandpractice.nhs.uk . Staff will aim to action requests received from patients within 20 working days of receipt of the request. This work will be assessed based on the availability of staff during this COVID-19 situation, the timelines may be severely delayed.

Clinical Pharmacist

The Downland Practice have recruited a Clinical Pharmacist to work along side the GP's at the Downland Practice. This position has been funded by the Primary Care Network and the Clinical Pharmacist will be offering patients advice on medications and will be undertaking Medication Reviews. This service will start from mid-April onwards and patients who are due medication reviews will be booked in to see the Clinical Pharmacist.

Carers – Identify yourself please

The Downland Practice are keen for patients who care for others are identified to us at the practice. Much of this caring is undertaken by husband's/wife's/son's and daughter's but this can be anyone who cares for another. People who care for others can often be so involved in the care that they provide for a person that they can often neglect their selves. By identifying yourself as a carer, the clinical staff will take more time with you to make sure you are being looked after. Caring for someone can be stressful, by identifying yourself as a carer the staff can point you in the direction to get some help when you need it. Please check out our carers page on the practice website or look at the carers board in the surgery and if you feel you are a carer then please let us know by filling in the carers form. It is great that you care for someone, but we may need to care for you.