



# DOWNLAND PRACTICE

## Patient Info Sheet Issue No: 007 (May 2020)

Welcome to the Downland Practice patient info sheet. This edition will concentrate on the following issues:

1. Coronavirus (COVID-19) Update
2. Medication Drop Off Services
3. Compton Surgery
4. Practice Staff Update
5. 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. 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 news section. [www.downlandpractice.nhs.uk](http://www.downlandpractice.nhs.uk). The Practice will be taking delivery of the Seasonal Flu Vaccination for over 65's at the start of September 2020, Flu clinics will be available to be booked mid Aug 2020 at both locations. Those patients at risk and are under 65 will not be booked in for Seasonal Flu Vaccination till the beginning of Oct 2020 due to delivery dates. There are two types of seasonal Flu Vaccination one for over 65 and one for under 65 years of age.

### **Medication Drop Off Services**

During the last few months, the local community have come together to make sure that medication deliveries are getting out to those personnel who are being shielded or are unable to leave their house for whatever reason. There has been lots of emails from patients requesting this service, please just send an email or something in writing, do not expect a reply back from the practice manager, if there is a concern, the pharmacy staff will be in touch with you. Some patients are being advised to fill in forms and send these in, please just send in an email or letter. If you can get to see your GP/do you're shopping, then you can collect your medication from the pharmacy. We are looking at introducing Electronic Prescribing Services (EPS) at the Downland Practice, this is currently on hold due to the current NHS resources being used to deal with the COVID-19 issues we are all experiencing. Thank you to all those volunteers who turn up weekly to collect and deliver out medications to the community, please do return your delivery sheets to the reception staff, some volunteers just leave these sheets in the delivery box where the delivery sheet can get lost.



## **Compton Surgery**

The Surgery at Compton has a great history of serving the local community with Primary Care Services (PCS). During the last year, the Practice Manager has had conversations with a number of people in the local community and all these meetings have promised much but delivered extraordinarily little. The Downland Practice is expecting a visit from the Care Quality Commission (CQC) in Feb 2021 and the team at Downland Practice are very keen to utilise the Compton Surgery to be more of a clinical asset. There will be more opportunity for nursing clinics to be held at the Compton Surgery, we are upgrading the current junior Dr room to accommodate an updated nursing room. Currently we operate four clinical rooms at the Compton site, but we are going to concentrate of having three clinical rooms for the next few months. New flooring and a coat of paint and some new clinical equipment should have the place upgraded and more in line with 2020 PCS. We are looking at holding more GP clinics at the Compton Surgery and we may even get a receptionist there too. The downside will be that some services that have traditionally been held at Chieveley will now be held at Compton as we are beginning to run out of rooms at Chieveley. The Downland Practice does not want to see the Compton Surgery close, so we need to start using this asset rather than expanding the site at Chieveley. We as a Practice are aiming to get a great CQC inspection result. If we can see the Compton Location generate more income for the surgery, then we can invest more money to upgrade this location. The Downland Volunteer Group (DVG) will return to Compton and they may choose to upgrade their room if they feel this is something that they wish to undertake. Our Social Prescribers Karen and Anna may also start working out of the Compton Location.

## **Practice Staff**

We have recruited a New Practice Nurse Jane Ingram and we also have a Clinical Pharmacist Barbara Howe join the team recently. Both are experienced clinicians in their own field and are an asset to the Downland Team. Dr Christine Davies will be leaving us at the End of August 2020, we are aware that Dr Davies has been with the Downland Practice for several years and will be greatly missed. Many of you will know Dr Anna Pitt, she will be joining the Downland Practice as a GP Partner, we are currently recruiting for a salaried GP so that we can maintain the current GP services.

## **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 carer's page on the practice website or look at the carer's 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.