



# DOWNLAND PRACTICE

## Patient Info Sheet Issue No: 008 (July 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
6. Appointments
7. Flu Clinics 2020

### **Coronavirus (COVID-19) Update**

The Coronavirus is still with us even if it feels that normality is getting closer. All patients are required to wear a face mask when visiting the surgery, currently only **50%** of patients actually do this. Please turn up at the surgery wearing a face mask. The Practice is still offering GP telephone appointments to its registered patients, this system will be modified as the COVID-19 situation improves. To date we have only had one unhappy patient with concerns over having to wait for the GP to call them back. If any of our registered patients have any concerns about GP telephone calls then please do not question the reception staff (who are working very hard to amend to the changes) email the Practice Manager on [pm.downland@nhs.net](mailto:pm.downland@nhs.net). Updates on the Downland Practice can be found at the practice website news section [www.downlandpractice.nhs.uk](http://www.downlandpractice.nhs.uk).

### **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. On behalf of all the staff and partners at the Downland Practice to all of the Volunteers who have helped deliver medications out to the patients registered at the Downland Practice. This service will stop after the delivery on the 31 July 2020, this is in line with the government guidance on shielded persons. The village medication pick up points will still be available, this was the system that was firmly in place before COVID-19 arrived.

### **Compton Surgery**

The Surgery at Compton has a great history of serving the local community with Primary Care Services (PCS). The Surgery at Compton has had the treatment rooms and patient waiting area painted / had new flooring placed in the treatment rooms. The new lighting that has been fitted into the patients waiting area, the GP consulting and nursing rooms has been bought and paid for by the



patients of Compton, this is as a result of the just giving page that was set up. Thank you to everyone who donated money to support this project, the target set of £1,000 has been reached. Nursing and blood collection clinics are now up and running, GP clinics are likely to restart on September 2020.

### **Practice Staff**

Dr Christine Davies and Dr Bernadette Clarke will be leaving us at the End of August 2020, we are aware that Dr Davies and Dr Clarke have been with the Downland Practice for several years and will be greatly missed. We have successfully recruited two new GP's, Dr Dhesi will be starting in early August and Dr Reed will be starting later in the year.

### **COVID Antigen Testing for Travel and Pre OP**

We understand from some constituents that patients are being directed to practices to seek COVID antigen testing for the purpose of seeking permits to travel (such as to Australia). This has not been commissioned to GPs and is private work. We suggest practices direct their patients to the large number of travel clinics out there who offer this service. Similarly, some surgical teams are requesting COVID antigen testing from GP as part of their pre-operative assessment. Unless there is local agreement in place, pre-operative tests are the responsibility of the surgical provider, not the GP. Regardless, most practices do not have access to all they need to perform a COVID antigen test for their patients.

### **GP Appointments**

Please ring the surgery before 12.30 if you require a telephone consultation with a GP on the day. Calls received from patients in the afternoon may have a GP telephone call booked for the next working day.

### **Flu Clinics 2020**

The Flu season will be underway in September 2020, the expectations are that more people than normal will be requiring their Flu vaccinations this season. With demand expected to be high for Flu vaccinations, patients are advised to book their Flu appointment early. Flu Clinics will be open for booking mid Aug 2020. We will be planning to hold the clinics in a safe environment respecting current social distancing guidance. If the COVID-19 situation changes in the local area then the Flu clinics will still go ahead but the process may differ slightly. Last season's Flu clinics received some great feedback from our patients and we aim to deliver a similar style to this year's Flu clinic. We will not be sending out letters to patients until the end of the flu season. Top tip - if you want to book your Flu vaccination appointment early then keep an eye out on the Downland Practice website news section [www.downlandpractice.nhs.uk](http://www.downlandpractice.nhs.uk) to see when the 2020 Flu clinics are open.