



A Big Thank you

We would like to say a big “thank you” to all of the patients that sent Christmas cards and gifts in for the doctors, nurses and administration staff. We were overwhelmed with the kindness and were touched by the lovely messages. It’s good to feel appreciated!

Let’s hope that the Spring brings us some better weather and more settled times!

Coronavirus

You will be aware of the evolving situation regarding the novel coronavirus (2019-nCoV). A coronavirus is a type of virus. As a group, coronaviruses are common across the world. The severity of the infections ranges from mild symptoms of upper respiratory tract infection (with or without fever) to severe pneumonia requiring hospitalisation and advanced respiratory support. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

Coronaviruses are mainly transmitted by large respiratory droplets and direct or indirect contact with infected secretions. They have also been detected in blood, faeces and urine.

We have taken the precaution of de-cluttering the waiting area to help prevent the spread of any infections. Please use the hygienic hand rub available in reception.

It is recommended that all travellers who develop relevant symptoms, however mild, within 14 days of returning from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau should self-isolate at home immediately and call NHS 111. Travellers from Wuhan and Hubei province should self-isolate for 14 days, even if they do not have symptoms, due to the increased risk from that area.

If you suspect you may have a severe respiratory virus you should isolate yourself immediately, and call NHS111. Please DO NOT attend the Surgery or A&E.

There are general principles you can follow to help prevent the spread of all respiratory viruses, including the coronavirus:

- wash your hands often - with soap and water for at least 20 seconds. Use an alcohol-based hand sanitiser that contains at least 60% alcohol if soap and water are not available. This is particularly important after taking public transport
- avoid touching your eyes, nose, and mouth with unwashed hands
- avoid close contact with people who are sick

- if you feel unwell, stay at home, do not attend work or school
- Cover your cough or sneeze with a tissue, then throw the tissue in a bin. See Catch it, Bin it, Kill it
- clean and disinfect frequently touched objects and surfaces in the home and work environment
- If you are worried about your symptoms, please call NHS 111. **Do not go directly to your GP or other healthcare environment like A&E.**

This next item may appear rather silly and I fully expect many patients to say “I know how to wash my hands, I’m not a child”! However correct handwashing, as promoted by the NHS, is in fact not how most people do wash their hands. **See the link below to see a step by step guide of how to properly wash your hands.**

<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Handwashing is the single most important way to prevent the spread of infection.

If you do not have immediate access to soap and water then use alcohol-based hand rub if available.

Washing your hands is one of the easiest ways to protect yourself and others from illnesses such as food poisoning and flu.

When should you wash your hands?

You should wash your hands:

- after using the toilet or changing a nappy
- before and after handling raw foods like meat and vegetables
- before eating or handling food
- after blowing your nose, sneezing or coughing
- before and after treating a cut or wound
- after touching animals, including pets, their food and after cleaning their cages

Washing your hands properly removes dirt, viruses and bacteria to stop them spreading to other people and objects, which can spread illnesses such as **food poisoning, flu or Diarrhoea.**

It can help stop people picking up infections and spreading them to others.

It can also help stop spreading infections when you're visiting someone in hospital or another healthcare setting.

Reception desk

At times the reception can be very busy and a queue may occur. We ask that you please respect the privacy of other patients and keep a distance until the reception desk is free. Patients often feel intimidated and rushed by other people standing immediately next to them whilst discussing medical issues, booking appointments or making enquiries

If you wish to have administration tasks done by our Reception team, i.e. printing of medical records, patient summaries etc. please be aware that due to the work load this may not be undertaken immediately. We will of course endeavour to complete the work in a timely manner, if possible. First thing in the Morning the surgery is extremely busy and the reception team are dealing with a large variety of complex tasks, including phone calls. Unless a matter is urgent please wait until later before contacting Reception. Many thanks for your consideration.

Why is the Receptionist asking what is wrong with me?

It is not a case of the receptionists being nosey!

The reception staff are members of the practice team and it has been agreed that if a patient is asking for an appointment that same day and no more are available they should ask patients 'why they need to be seen'.

Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.

- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.

At the end of this newsletter we have answers to some of the questions we get asked most often.

Thank you for your support

ONLINE ACCESS – ORDERING OF MEDICATION

We have become aware that there is an issue with online ordering of medication. If the patient ticks the items they require but then enter a free text message i.e. to request Acutes or ask for two months' supply etc., this then un-selects the repeat meds they have ticked! The patients will not be aware that this has happened and all we get in Dispensary is the free text message and no medications selected.

The medication requests page was refreshed some time ago and apparently since then it's operated in this way. It's definitely not a user-friendly experience for those less familiar with how form fields work as this problem comes up a lot.

This problem happens if a patient tick's the "make custom request box" to put in free text after selecting their repeat medication. DO NOT tick the 'make custom request box'.

What patients need to do is click on "Continue" (after selecting repeat medication) the next page shows the medications selected and allows a free text message (note) to be added to each medication separately and there is a separate note box underneath for adding free text.

This problem has been raised with TPP but seems it just gets dismissed that it's working correctly.

Paying for prescriptions

Please note: We do not take cards as payment at the Surgery. NHS charges, if applicable, can be paid either by cash, cheque or BACS (details from Reception).

Books donated to the surgery in aid of the Silton Surgery Fund

Many thanks to those that donate and buy books in aid of the Silton Surgery Fund. The fund is used to purchase items that benefit the patients. Please hand any book donations to the receptionist. We have had a few occasions lately when books have been left in reception by the book shelf. If the bag falls over, or they are in a box, this can cause a trip hazard. Many thanks.

Bank Holiday Closures of Silton Surgery 2020

Friday 10th April -Good Friday

Monday 13th April- Easter Monday

Friday 8th May -Early Spring Bank Holiday

Monday 25th May- Spring Bank Holiday

Monday 31st August- Summer Bank Holiday

Friday 25th December -Christmas Day

Monday 28th December –Bank Holiday in lieu of Boxing Day