

WINTER NEWSLETTER 2020/21 -SILTON SURGERY



We are closed Christmas Day; Friday 25.12.2020, Boxing Day; Monday 28.12.2020 and New Years Day; Friday 01.01.2021

Reception staff request that patients collect their prescriptions **after 10:30 am** if possible. If you arrive before 10:30am to collect prescriptions it is possible that you will have to wait as Reception will be very busy answering calls and booking patients in for their appointments. If you are asked by a clinician to book another appointment; for example 'blood test in 4 weeks'. Please book it as soon as you can. If you do not contact us until a few days before the appointment is required, we may not have an appointment available on the required date.

During these strange times we have all had to adjust to a different way of doing things. It has at times been extremely stressful for patients and staff. We are aware that having to wait outside for your appointment is less than ideal. If you are able to, we suggest that you arrive by car and once you have let reception know you are here you can wait in your car, so at least you don't get cold and wet. The nurses are trying to see as many patients as they can but in order to make that safe for the patients they have to fully clean the area after each consultation, don fresh PPE for each consultation, take the patients temperature before they enter the building and of course often fetch the patient from their car. Sometimes patients need longer than usual because they have other issues they want to discuss with the practice nurse; this can result in the clinic running late. If you have more than one issue you want to see the nurse for, please book another appointment. Receptionists and nurses have reported some issues of rudeness at the reception window regarding late running clinics and not being able to enter the building to wait. The infection control measures we take at the surgery may appear to be 'over the top' however if a member of staff contracts the coronavirus it would have a massive effect on our staffing levels and therefore the service we can provide. All of our staff are striving to keep themselves safe whilst at work and at home.

Access to the surgery building

We have had long discussions regarding the steps we need to take to ensure that we will be able to safely allow patients to enter the building to book in for their appointments and collect medication. **When we open**

the doors again, there will be a limit to the number of patients that can be in the reception area at any one time. Therefore we are asking that you only enter the building just before your appointment time.

We will have signs to show which side of the waiting area is for 'booking in for your appointment' and which side is for 'collecting medication/paperwork'. You will need to wear a face covering when you enter the building and we would ask that you please use the hand sanitiser as you enter. Please respect other patients waiting in the waiting area. They may suffer with low immunity and feel nervous about exposure to Covid-19. Please keep as far away as you can from other people in the building, which are not in your family.

The GP's have been carrying out **telephone triage** of all patients who ask to see a GP. **If a patient requires an examination he/she will be seen.** This does however involve a lot of preparation, PPE etc. and then a full clean of the area used for the examination. This means that it takes a lot of the GP's time to see just one patient. The GP's now have a large number of patients to phone back each morning and this means we cannot be specific regarding the time you will be telephoned. You can advise the receptionist if you are not available all morning, for example you would like the call back before 10:00 or after 11:00 etc. Make sure we have an up to date mobile number for you. If you are asked to email a picture in before your phone call i.e. you have a rash or mole, please put clearly at the top of the email which patient the picture relates to. We often have husbands or wives emailing in for their partners using their email addresses and it can cause confusion.

This **flu vaccination** season has caused further concern as at times we did struggle to obtain enough stock of the flu's that we require. Fortunately we were eventually able to obtain more flu vaccines and if you are eligible for a flu vaccine please contact the surgery to book an appointment. We are not able to provide any private flu vaccinations at the moment.

Coronavirus Vaccination:

These are unlikely to be available to **patients** until next year, 2021.

We do not yet have full details regarding how the Covid 19 vaccinations would be given to our patients. It could potentially be given to you at a site

in Wilton. In time, there should also be **Local Vaccination Services** which would be Community/primary care-led; hopefully this option will mean our patients do not have to travel too far to receive the vaccination.

Keep an eye out for updates on this subject in our newsletters and/or our website.

We do not have details on the safety data yet.

Baby clinics:

We no longer have a 'drop in' baby clinic as patients cannot congregate in the waiting room. If you receive a letter from the Immunisation team informing you of your child's due date for vaccinations please phone the surgery on 01747 840226 to book an appointment.

Reviews:

We have struggled to keep up with the reviews during Covid 19. Many patients who require regular blood pressure checks have been asked to take them at home using one of our monitors. The practice nurses are carrying out telephone appointments for Asthmatics. Diabetic patients are asked to book an appointment for Blood tests, BP check, ACR (early morning urine) and foot check with a practice nurse, then they will have a phone consultation a week or so later with the practice nurse to discuss the blood results and/or food diary etc. Those patients who receive a letter or reminder regarding a review should contact the surgery to book an appointment. Reviews are very important although we do understand that some patients may feel anxious about attending the surgery for a review. Please discuss any worries you have about appointments with a member of the staff.

Staff changes:

Trudy has left Silton surgery for pastures new and we have Claire joining us mid-January 2021. Trudy will be very much missed by staff and patients. During the hiatus of Trudy leaving and Claire starting, Emma has helped us out and we aren't quite sure what we would have done without her!

Megan our locum receptionist also left the Surgery recently. We do not have a replacement for Megan at the present time. Megan brought a wealth of experience and knowledge to her role.

Link Scheme:

The Link Scheme kindly deliver, to those patients that we dispense medication/s to, who find it difficult to collect their medication from the surgery and have no family or friends to collect for them i.e. housebound patients. They only do this on a Friday. If you would like to take advantage of this service please advise when you order your medication. Order by Tuesday for delivery that Friday. The link Scheme will not be delivering on Friday the 25.12.2020 obviously, so for a Link delivery before Christmas you would need to order before Wednesday the 16.12.2020.

Ordering medication:

Please remember we require **3 working days** to process a request for a repeat prescription. We can only keep a limited amount of stock in the dispensary and your medication may need review by a GP before we can process it. If you order medication using systmonline it is easier and much more efficient for the dispensary. Phoning the Dispensary means that the Dispenser has to stop what she is doing and delays the processing of requests. If the dispenser is in the middle of dispensing a patients request it is unsafe for her to stop and answer the phone and then go back to the task in hand. Therefore you often have to wait some time for the dispensary phone to be answered. The dispenser can deal with the systmonline requests at a time that is practical and safe for her to do so. If you are asking for an 'acute' item, and item that is not on repeat and you may not have had for a while this will need to be written in the dispensary message book for the GP to deal with. Depending when the request is made this may take a day or two before the dispensary is able to process it.

OPENING HOURS

The normal opening hours for Reception at The Surgery are:-

Monday	8.30 to 16.00
Tuesday	8.30 to 19.00
Wednesday	8.30 to 13.00 (Afternoon closed)
Thursday	8.30 to 18.45 (Closed 12.15 -1.45 the 2nd Thursday of each month)
Friday	8.30 to 17.00

WE DO NOT OPEN ON SATURDAYS AND SUNDAYS

Silton Surgery, Gillingham Road, Silton, Gillingham, Dorset. SP8 5DF.

Reception: 01747 840226 Dispensary: 01747 840950

Email: silton.surgery@nhs.net

www.siltonsurgery.nhs.uk