



## Autumn Newsletter 2020

We are aware we haven't shared a Practice newsletter for a while so we thought this might be a good time for an update.



So far 2020 has been a very challenging year and would like to thank you for your support during these unprecedented times. Although General Practice is now "open as normal", it is a very 'new' normal. There have been many changes and you will have seen/heard alterations to our previous style of working, of which some are outlined below.



### Visiting the Surgery

Please only come into the surgery if you are collecting a prescription or attending for a pre-booked appointments.



### Social Distancing

This means limiting the number of patients we have in the building at any one time and trying to avoid the previous volume of patients we manage on a daily basis with a full, crowded waiting room. We ask that you **come alone for your appointment** unless you are unable to do so and that you arrive no earlier than 5 minutes before. If you are late for your appointment you will have to reappoint as we will not have the flexibility to allow patients to be squeezed in due to the additional time needed to clean. Please **wear face masks** for appointments



### PPE

For your protection as well as ours, all clinical staff will have to wear full protective attire (PPE) for the coming months. To minimise viral spread, the PPE does have to be changed and disposed of in the correct manner between patients.



### Room Cleaning

In addition, for your safety, the clinicians are responsible to clean and disinfect the room and all equipment used between every patient. As you can imagine, this significantly slows down our working day.



## Primary Care Access Hubs

Also known as 'Hot Hubs', these are newly established and operate throughout the week at the Friarage Hospital 12 – 5pm. They are staffed by clinicians from all Hambleton practices who share in a rota to provide cover. Any patients with possible coronavirus are referred to this clinic.

## Appointment Changes



## Telephone Consultations

**All GP appointments will initially be by telephone.** You will only be given a face to face appointment by a clinician if they feel it is appropriate. When telephoning you will be offered an appointment on the telephone triage list. The clinician will phone you back within a particular time frame, please be near your phone during this time.



## Video Consultations

If we feel that a telephone appointment does not give us all the information we need, we can also arrange a direct and secure video consultation with you. **Please have up to date mobile numbers.**



## eConsult

You can also, via our website ([www.greatatyonhealthcentre.co.uk](http://www.greatatyonhealthcentre.co.uk)), submit an online consultation. This is a secure dedicated email facility and uploads your request directly on to your electronic patient record. It also contains helpful advice links for managing many problems. Requests can be made to our admin team, practice pharmacies, or the GP who will aim to respond in the following timescales:- if we receive your query by midday our team will aim to respond the same day, for anything received after midday we'll aim to respond to you within one working day.



## Face to Face Appointments

After an initial telephone or video consultation with the doctor or nurse, you may be asked to come down to the surgery for a face to face appointment. We ask you to arrive alone wearing a face cover of some sort.

## Repeat Prescriptions



We are no longer taking orders for medication over the telephone, unless you are housebound. Please either sign up to use our prescription online services or drop your repeat request into the red box located in the entrance lobby. You **do NOT need to hand it in at the reception desk**.

## Nurse Appointments



These are **pre-bookable** and can be booked on the telephone. Do **not** come into the surgery to book an appointment.

## Family Planning Clinics

This is a pre-booked clinic on Monday 4.30 – 5.30pm, you will need to ring for an appointment, it is no longer a walk-in clinic.

## Staff Changes



We are now pleased to welcome back Dr Rosemary Jackson, she is now working remotely after being on long-term sick leave for the last 12 months. She will be working remotely and is able to do telephone and video consultations and works closely with other members of our Team.

As we are a training practice there is always a change of faces in the clinical team. We said goodbye to Dr John Sayer in early 2020 and welcomed Dr James Maw, Dr Ghada Suliman, Dr Nizar Mohammed and most recently Dr Gary Woods.

Trainees are fully qualified doctors working in the practice for up to 12 months in order to become GP's. There are enormous benefits to being a training practice. This includes not only having extra appointments available to patients but generally improved standards across the practice. Involving trainees in clinical discussions can often bring new and up-to-date viewpoints plus there is often a wealth of enthusiasm that comes with a trainee, that impacts positively across the practice. Thank you for your continuing support helping us to train new GP's.

Dr Michael O'Kane left the practice at the end of August to take up a partnership in another practice.

We wish him lots of luck. 🍀

There have been a couple of retirements in the admin team with Sue Johnson leaving us earlier in the year and Carol Smith leaving at the end of September. Also we have had a change of cleaner when Sue Pybus retired at the end of March. We wish them all well in a new chapter of their lives.

We welcome Pauline to our team in October in her role as care navigator.



## Flu Clinic

As we will need to host our flu campaign differently this year your vaccination will be done in pre-booked appointments.

If you are aged **over 65 please ring to book an appointment now**. If you are under 65 and on the 'at risk' register these are not available until October 2020 therefore you are not able to book an appointment at the moment.

Please note that we have been advised that people in the 50-64-year old age group will **not be** vaccinated in the first wave of invitations, and so no appointments will be offered for this age group until the second wave later in the year. This is to ensure that those who are most at risk are vaccinated first. This may not take place at our surgery but possibly at a designated hub for (50 – 64's). If you are 50-64 and you are in one of the other groups which is eligible for the flu vaccination, for example you have a health condition which puts you at risk from the flu, you will be invited in October once we have taken delivery of the vaccine.



## Child Flu Vaccination

All children of primary school age or in Year 7 will be given the flu vaccine at School. Other children including those with long-term health conditions, those aged 2 or 3 on 31st August 2020 or children in the household of a shielding patient can obtain the vaccination at the surgery. Please ring to book an appointment – we are expecting delivery of these vaccines mid-September.



## Are your details up to date?

Please inform us of any changes to your contact details. Do we have your mobile phone number? As we are using SMS messaging services to keep you updated, these details would be very helpful.

## And Finally.....

**Thank you once again for your messages of kindness and ongoing support in adhering to the measures we have put in place to keep you and the staff safe. We value your understanding at this difficult time.**

