

MASWELL PARK HEALTH CENTRE

NEWSLETTER SUMMER 2020

Dear Patients of Redwood, Kingfisher and Willow Practices

Thank you from all the doctors, nurses, HCAs and admin staff for your understanding in these challenging times. It has been a monumental change for everyone having to cease virtually all face to face consultations and work remotely via phone and video. Everyone has been considerate and understanding and it has been nice when patients have asked us how we are doing too!

The priority at the moment, as restrictions are eased, is that everyone continues the important infection control measures; hand washing, 2 metre social distancing, etc. Masks and face coverings are more likely to protect others from you than you from others but especially in environments where 2 metre distance might be difficult it seems a good idea to wear them. Clinical staff will be wearing masks for most face to face consultations going forward.

Just a reminder, we are 'open for business' and doctors have continued to see people face to face if needed and Nurses have continued baby immunisations, anticoagulation clinic and dressings throughout.

We are slowly resuming more of the routine work which has been on hold for the last couple of months.

We have set up a phlebotomy (blood taking) station in the car park, enabling quick drive through. We have made adaptations to the building, Perspex screens, spacing available seating in waiting area, staggering appointment times to keep numbers in the building at one time to a minimum.

We are needing to see an increasing number of people face to face. **Please use hand gel and wear a face covering if attending in person** and **DO NOT** attend in person if you have cough or fever, without speaking to a doctor first.

We will continue to assess all cases by phone in the first instance.

Please look at our websites and access via e-consult if this seems appropriate

Please look into having essential 'kit' at home, thermometer, blood pressure machine, peak flow meter if asthmatic (we can prescribe these) weighing scales.

Finally, there hasn't been a more important time to prioritise being as healthy as possible. There is a fair bit of catch up to be done here.

For baby and child immunisations, routine reviews for diabetes, COPD, asthma, women's health, men's health. Please do respond to invitations.

ADVICE FOR PATIENTS PRIOR ARRIVING TO THE PRACTICE FOR Face 2 Face APPOINTMENTS

Do not bring food/drinks

Do not bring leaflets/papers/magazines/toys

Wear a mask and use hand gel sanitizer on arrival

Keep personal belongings (keys, phones, jewellery) in your bag

Inform the practice by phone/cough or flu type symptoms on the day of your appointment

Use toilet facilities at home/work prior before your appointment

If you have urinary symptoms bring a urine sample in a clean pot

Do not attend before your appointment time is due

Patients are advised to attend alone unless a child or those needing assistance - please only bring one carer

There is an intercom video entry system so you will have to press the button to speak with a Receptionist first to come in.

Thank you for your support