

MOORFIELD HOUSE AND NEW CROSS SURGERY NEWS LETTER

JUNE 18TH 2020

The Covid-19 pandemic has changed the way we have had to operate to keep staff, patients and the wider population safe. In this news letter we answer your questions regarding how to access our services with tips on the best mean to contact us to meet your specific needs. We will endeavor to send regular updates as lockdown eases and services return in the community and hospital.

Firstly, we would like to thank all our patients for their support and patience during the last few months. This show of support has been instrumental to all "Key workers", employed across the multitude of environments, in maintaining morale and the delivery of key services and we thank you for it.

At the start of the pandemic, General Practice was advised to reduce all non-essential services and stop all but essential face to face appointments. We have transformed the way services are delivered; appointments will be provided by telephone, video consultation and via e-reception thereby changing the model of delivery significantly in the last few months. We have had positive feedback from many of our patients who have already used these new services.

We have also had to ensure that those patients who need a face -to -face appointments, but may have Covid-19 symptoms, are seen in an environment that is safe for staff, patients and the public alike. To enable this, we have had to set up hot and cold consulting rooms at both Garforth and Rothwell with a specific protocol for these patients to adhere to.

It is likely that this way of working will continue

Key points

1. **PLEASE DO NOT** visit our surgery sites without prior invite or arrangement
2. If you do attend the surgery for a pre-arranged appointment please do not turn up early
3. Please wear a face covering if attending the practice and continue to adopt the government's guidelines regarding social distancing
4. For non-routine appointments use our **E-RECEPTION** portal at www.moorfield-newcross.nhs.uk
5. For urgent appointment ring the surgery
6. For medication reviews please respond to our requests (we are dealing with these remotely)
7. Routine immunisations & smear appointments will continue as normal
8. Use the NHS/ E-RECEPTION PORTAL for repeat prescriptions/medication requests

for the medium to long term and we therefore ask that all our patients respect the systems that we have put in place to maintain our patients, our staff and the wider public's safety.

It is now important that we start our "recovery phase" to services but it is unlikely that General practice will ever return to the model that we saw and used prior to this pandemic and our governmental directive is to continue to deliver as much, as can safely be delivered, remotely. Therefore, over the last few weeks, we have been working very hard to make changes across our services. These new ways of working have been put in place to ensure that our patients can continue to be able to access high quality health care in a safe manner.

PLEASE DO NOT visit our surgery sites without prior invite or arrangement. If you do attend the surgery for a pre-arranged appointment please do not turn up early. It is important that we limit the number of people in the building at any one time. You may be asked to wait outside. Please wear a face covering if attending the practice and continue to adopt the government's guidelines regarding social distancing.

HOW DO I GET A ROUTINE APPOINTMENT?

If you have a non-urgent health query that traditionally you would have booked a routine appointment for, use our **E-RECEPTION** portal available through our www.moorfield-newcross.nhs.uk. This portal can, and **should, be used as the primary access point for all non-urgent medical issues**, self-care help, self-referral to local services as well as administrative and general queries to the practice.

We aim to respond within 2 working days to all these requests. Each query will normally take patients approximately 5-10 minutes to complete. Some may think that this is time consuming however it should be considered that 70% of queries can be resolved this way without the need for travel to the surgery and thereby overall a considerable saving in time for all. Those that do not have access to this technology should continue to telephone the surgery.

HOW DO I GET AN URGENT APPOINTMENT?

If you have an urgent health problem, you have become unwell within the past 1-2 weeks or had a sudden deterioration in your clinical condition, please telephone the surgery to access this service.

HOW DO I GET A MEDICATION REVIEW?

We are adapting the way Long Term Conditions (Asthma, Hypertension, Diabetes etc.) and medication reviews are being undertaken. Many of these will be undertaken remotely where possible and we ask that all our patients respond to invites in a timely manner to ensure that we can continue to prescribe your medication safely.

Many of our patients require regular Blood Pressure monitoring and may feel reluctant to visit the surgery. The British Heart Foundation has a link to taking your blood pressure and BP machines that can be purchased for as little as £15 – <https://www.bhf.org.uk/information-support/heart-matters-magazine/medical/tests/blood-pressure-measuring-at-home>. If you decide to purchase a machine and we will ask you to submit your readings when we require them.

HOW DO I GET ROUTINE IMMUNISATIONS/ SMEAR TESTS?

Routine immunisations including the childhood immunisation programme continue to run and we encourage all our patients who are eligible to continue to access this. Smear tests for eligible women are also now recommenced. Please respond to our requests as these are important for you and your family's safety.

HOW DO I GET A REPEAT PRESCRIPTION OR A MEDICATION REQUEST?

Where possible these should be made via system online or through the NHS app which can be downloaded from your app store.

We are still receiving many paper requests for repeat prescriptions with over 50% of these requesters have access to online services. Again, we accept that not all have access to these technologies so please continue to drop off your request if you cannot access these.

If an item is not on repeat, the request can be made via our e-consult platform (**E reception**) (www.moorfield-newcross.nhs.uk) and will be reviewed by our clinical team. At present we have a number of requests that come through via email despite having online access. This creates considerable extra work for the practice and therefore this facility will stop by the end of June.

HOW DO I COLLECT MY PRESCRIPTION?

If you have not already nominated a pharmacy to collect your medication, the practice will allocate one for you (normally the nearest one to your home address) and forward the prescription directly to them. We will inform you via text or call, if you don't have text facility, which pharmacy you have been allocated.

If you wish to change your nominated chemist, please use the E-reception via our website or ring the surgery and let a member of the reception team know.

THE FUTURE

The pandemic has changed the face of general practice and has made us adopt new ways of working using digital technologies. The use of technology has allowed us to increase our efficiency and to respond to patients needs and we will continue to develop and improve the way we work through the pandemic and beyond.

Our appointment system will continue to develop over the coming months as we develop our services. **Where possible, E-RECEPTION should be the primary access method for routine matters**, thereby releasing capacity for more urgent matters for our clinical team. Pre-bookable appointments are available but these are for telephone consultations only. If capacity is full for that day you may be directed to our e-consult portal (E-Reception) for less urgent matters.

Some useful web links for patients to utilise during this time are as follows:

- Practice Website – www.moorfield-newcross.nhs.uk
- NHS App – <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/> – not available for computers currently.

Thank you for your understanding and support at this time.

Yours sincerely

Gill Donaldson

Practice Manager