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|  | | South Queen Street Medical Centre  Newsletter |
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| **In This Issue**   * Visiting your GP during the Pandemic * Covid Vaccinations * Be kind * Current protocols * eConsults * Prescriptions   Important Dates  23 September 21 closed for mandatory training at 12 Lunchtime.  Contact Us  https://www.southqueenstreetmedical.nhs.uk/  [queenstreet.surgery@nhs.net](mailto:queenstreet.surgery@nhs.net) | **Visiting your GP during the Covid 19 (coronavirus) Pandemic**  The last 18 months have certainly proved to be a very challenging time for us all, but we would like to thank you for all your support, encouragement and words of appreciation that you have sent to our staff at these unprecedented times.  The new mandatory processes, with which we are sure you are already familiar with, will severely limit our ability to manage the large number of patients with which were previously accomplished.  **COVID VACCINATIONS**  We **strongly** urge you to take up the offer of a vaccination when called. We have had patients who have become very ill indeed, and some have sadly died. Many are suffering a very slow recovery. Any side effects of vaccines really do pale into insignificance when compared with the risk of the horrible virus. All adults over the age of 18 years have now been offered the vaccine.  All our staff have taken up the vaccine and are fully vaccinated, in order to protect our patients, our families, our colleagues and of course ourselves.  Resources  www.nhs.co.uk>conditions>coronavirus-covid19  [www.yourcovidrecovery.nhs.uk](http://www.yourcovidrecovery.nhs.uk) – has useful advice on how to pace yourself if recovery is slow  <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccinations/coronavires-vaccine/>  **# Be Kind**  There has been an unprecedented rise in demand across the country within general practice and as a practice we are busier than ever. Our receptionists do a fantastic job under very difficult circumstances and it is very sad to hear that many of them are receiving abuse on a regular basis from patients. We appreciate it can be frustrating when the phone lines are busy, but to be abusive to the receptionist who is trying to help is not acceptable now or ever.  **Reminder of current protocols in place;**  **SOCIAL DISTANCING**  **As the government has announced the easing of restrictions from the 19th July including the removal of face masks, this will not apply to NHS settings (until we receive official guidance from NHS England).**  The mandatory wearing of face masks and social distancing measures will remain.This will mean limiting the number of patients we have in the building at any one time. We have a current limit of 4-6 pts waiting in the waiting room at any one time, which has a significant impact on appointment capacity for our nursing clinics, but we are trying our best and have staggered the clinics to ensure social distancing measures are maintained.  **ROOM CLEANING**  In addition, for your safety, the doctors and nurses 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. Reception are also ensuring all the patient touch point areas are disinfected at regular intervals during the day but would encourage all patients to touch as least as possible when attending for a pre booked appointment. Hand sanitizer is available throughout the surgery premises.  **TELEPHONE / VIDEO CONSULTATIONS**  To keep all our patients and staff safe all initial appointments will be via telephone, video or online assessment. Most problems can be dealt with effectively this way; a face to face appointment can then be arranged if it is clinically necessary.  **FACE TO FACE APPOINTMENTS**  After an initial telephone or video consultation with the doctor, nurse or receptionist you may be asked to come down for a face to face appointment. These will be reserved for situations where it is deemed necessary to maintain social distancing within the surgery.  If you would prefer to be seen face to face please inform reception when booking and we will try and accommodate your request.  Currently all patients are screened for Covid 19 Coronovirus symptoms and asked if they have either been contacted by NHS Test and Trace so we can ensure any risk of transmission is very low.  **The internal door is now open but please do not attend if you have any coronavirus symptoms.** eConsult  |  |  | | --- | --- | |  | eConsult is another new method for you to contact us online for advice or to make simple requests. This is a secure and dedicated email facility and uploads your request directly on to your electronic patient record. It also provides helpful advice links for managing many problems. Please access this through our practice website [www.southqueenstreetmedical.nhs.uk](http://www.southqueenstreetmedical.nhs.uk) |  PRESCRIPTIONS  |  |  | | --- | --- | | pills-1067106_640[1] | We would encourage all patients that are able to sign up for our online prescription ordering service or order via the chemist. You can also ring the practice to order your prescription but this is for specific vulnerable patients only. |   In summary, there are lots of different ways we are here to help you.  For those who are suffering loss, mental health issues, cancer or other long term conditions please know we are always here to help you.  **We also urge all patients with any medical concerns to contact us; please do not ignore any symptoms.** | |