



# Sele News



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## **CORONAVIRUS - JULY 2020**

## **PLEASE TAKE ONE**

It has been a while since our last newsletter and times have certainly changed over the course of the last three months or so.

### **We are available**

Please do not attend the practice unless you have been advised to do so. If you do need to come into the practice, please wear a face covering.

Please make prescription requests either by telephone (Monday to Friday 10.00 – 16.00 on 607000) or, preferably, online. You can also leave requests in our post box outside or the dedicated box just inside the automatic doors. These are emptied regularly. You do not need to hand your prescription over the counter.

Our clinical staff may wear personal protective equipment (PPE) in the form of gloves, masks, visors and aprons. This is for both your and their protection, so please do not be alarmed. Although the wearing of masks is becoming a more commonplace sight, the additional equipment may be unnerving.

### **Covid – Safe Changes**

There are handwashing facilities at the entrance to the Primary Care Centre which we would encourage you to use on both entering and leaving the building.

We have removed all of our comfortable fabric chairs from the waiting room and have replaced them with significantly less comfortable (sorry) plastic chairs which can be more easily wiped clean. All chairs are placed at an appropriate social distance.

Our reception staff are wearing masks, behind Perspex screens, as are our administration team. We are aware that speaking on a telephone through a mask may make voices sound muffled and can be challenging for both parties to the conversation. We are also aware that those who rely on lip movements may also find this challenging.

We all find it strange that we need to wave to each other rather than smile behind a mask - just something else we need to get used to.

### **Reintroducing services**

In order to ensure maximum safety for both staff and patients, we are reintroducing services in a very considered and controlled way.

Our staff have continued to work tirelessly though lockdown to ensure that patients have received their medication on time and have been ringing patients to review chronic diseases such as asthma, COPD and diabetes. This is

likely to continue for some time but we will start asking patients to attend as soon as we feel it appropriate and in line with prevailing guidance.

We are considering the ongoing use of telephone and video consultations to use as part of our day to day surgery sessions. Some GPs and patients love them; others not so much!

We are re-introducing extended hours consultations but, as with all appointments, these will be a telephone call in the first instance.

### **Flu clinics**

These will present a particular challenge this year due to the numbers of patients involved and social distancing requirements which are likely to prevail.

We are starting to plan how we can manage the 'flu campaign safely for everyone and may consider using off site facilities.

### **Staff changes**

Our bubbly receptionist, Teresa, has retired after 12 years. We thank her for her hard work and wish her well in this new chapter in her life.

Susan McGhee is a welcome addition to the reception team and is learning how we work in this unusual environment.

Dr Ann Main has joined the practice to complete her GP training. She will be with us part time, usually Mondays and Tuesdays, until May 2021.

### **PCN**

Our Primary Care Network (PCN) continues to expand services with GP support being made available as well as pharmacist and pharmacy technician support in some practices.

### **Payments**

We are occasionally required to charge patients for services which fall outside of our NHS contract. Because this is not a common occurrence, we do not have card facilities. We therefore ask that you pay any charges using online banking if possible.

### **Thank you**

We have received kind donations of PPE - surgical scrubs, goggles and visors from both patients and non-patients. We have also received donations of hand cream which are very welcome. We've received offers of bike repairs, assistance with transport and all manner of things to help us to safely care for patients. We very much appreciate everyone's kindness and generosity as well as ongoing support.



### **A final thought...**

'Words are, of course, the most powerful drug used by mankind' . *Rudyard Kipling*