

NEWBRIDGE SURGERY

Dedicated, Quality Care

SUMMER NEWSLETTER 2020 – Covid Special



We would like to take this opportunity to thank all of our patients and staff for adapting so quickly to ever changing working practices.

Patients have embraced online services for ordering medication, video consultations with GPs and all appointments first having a telephone call. As we start to adapt to this new normal we hope to keep the best bits of this new way of working to ensure you continue to receive access to care that is delivered efficiently and safely.

Access to the Practice

At the start of the pandemic we decided to lock the doors to minimise unnecessary foot traffic through the surgery.

The doors are now unlocked, however we ask you not to attend unless seeing a clinician.

For general enquiries please call the surgery on 01225 425807.

We prefer prescription requests through SystemOnline, but should you wish to provide a written request or use your prescription request slip these can be posted through the letterbox.

Making an Appointment

If you think you need to see a GP face to face you will be booked into a telephone triage appointment first. The GP may be able to help over the telephone, ask for a photograph or suggest a video consultation (see reverse).

If your problem can wait, some routine telephone appointments are available and can also be booked online.

Please do not attend the surgery unless advised by a GP.

Nurse and healthcare assistant appointments remain available for booking through phoning reception.

Attending your Booked Face to Face Appointment

If you have **walked**, you can enter on arrival. Seating has been spaced out to ensure a social distance is maintained.

If **driving** to the surgery, please remain in your car until the clinician telephones you to advise they are ready. Please then enter the surgery and check in, you will be able to go straight through to your consultation.

We ask all attending patients to wear a face covering and use alcohol gel on arrival.

On leaving your appointment please leave the surgery promptly and make any follow-up appointment over the phone.

accuRx. Video Consultation



We are now offering video consultations via your smart phone, where this is appropriate.

In the practice, we are using a system called Accrx to send a link to your mobile phone to join a video consultation with one of the practice team. You can see how it works here:

<https://www.youtube.com/watch?v=DI2rvhcAalw>

We have also prepared a patient guide on how to prepare for a video consultation available on our website.



Prescription Requests

The easiest way of requesting regular repeat medications is via our website and the Systmonline portal.

<https://www.newbridgesurgerybath.co.uk/prescriptions/guide-to-prescriptions/>

The on-line portal is available 24/7, so offers you the most flexibility when you request repeat medication.

For all prescriptions, we would ask that you nominate a pharmacy that we can send your prescription to. Thank you.

Do you need to contact us? Use **doctorlink**  on our website to check your symptoms and see who is the best service based on your answers.

Cervical Screening

At the start of the pandemic we were required to postpone some activities. Cervical screening smear tests are now available with our nurses and remain an important procedure. If you receive a letter advising you are due your smear test, please do not delay booking this.

Shielding from Covid-19

In March 2020 the government advised patients at very high risk from Coronavirus to shield at home. We are supporting these patients by visiting them at home if required or at the surgery with the appropriate infection control and personal protection in place.

If you are shielding you may have received a telephone call from Minerva's new **Social Prescriber, Rachel Dawson**.

Rachel has offered support to this vulnerable group but will be available to work with **any patient who has a non-medical concern that is affecting their health or wellbeing**.



Immunisations

Immunisations remain vitally important for continued health. Please do not delay booking these or bringing your child to routine child health clinics.

If you are shielding you may have received a telephone call from Minerva's new **Social Prescriber, Rachel Dawson**.

Rachel has offered support to this vulnerable group but will be available to work with **any patient who has a non-medical concern that is affecting their health or wellbeing**.



Face Coverings



We ask all patients who will be attending the surgery to wear a face covering to protect our staff. When in a patient area, staff will wear a face covering, to protect you. If you have concerns, please advise reception or the GP before attending.



Minerva Pharmacy Team

Many of you have already had your medication review or queries answered by our Clinical Pharmacist Clare James.

She has now been joined by Billy Chan, Clinical Pharmacist and Briony Forbes, Pharmacy Technician to help the GPs manage the prescribing and medication workload.

Testing for Coronavirus

There are 2 tests available for patients, antigen and antibody.

Antigen test: a throat swab to see whether someone has COVID-19 at the moment. These can be organised by going online to <https://111.nhs.uk/covid-19> or calling 119.

Antibody test: a blood test to see whether someone has developed antibodies to COVID-19 after having it. These are not currently available routinely and do not prove if an individual is immune to future infections from the virus.