

LOXWOOD MEDICAL PRACTICE

Your partner for a healthier future

MARCH 2020 OUR NEWSLETTER KEEPS YOU INFORMED OF UPDATES OR CHANGES TO PRACTICE WORKING

1

STAY HOME SAVE LIVES

COVID-19 (CORONAVIRUS) SPECIAL EDITION

Covid-19 (Coronavirus) is a fast moving news story, and we wanted to give you as simple an update as possible, of the changes that we have put in place so far at the surgery. Please be assured that we are following all the latest guidance from our CCG, Public Health England and the Government.

Please note that currently our telephones are extremely busy due to demand, we apologise for the long waits you may experience.

As of 27th March 2020 the following changes to normal Practice working are in place;

We have suspended all online booking of appointments.

Routine appointments will be by telephone only.

Please call our reception team for any type of appointment booking and answer accurately their questions. Any information you give them is treated in the strictest of confidence.

If a GP or nurse wants to see you, they will advise you of this and when to come to the surgery. Call us once you have arrived and inform us of the make and colour of your car. A doctor or nurse will come out to you—**do not come into the building.**



Some routine blood tests or reviews have been deferred until later in the year.

Blood tests will be taken seated in your car in the car park. Call us once you have arrived and inform us of the make and colour of your car. A nurse will come out to you—**do not come into the building.**



Medication ordering remains as normal.

Do not request more than 1 months supply. The 'Red Post box' is located inside the first main front door on the right—**do not come through the second main front door.**



Collecting your repeat medication has changed.

You will be directed to queue outside, keeping at least 2 metres between you and anyone else who is waiting. Medication is being issued from a window at the side of the building, follow the signs and arrows—**do not come into the building.**

You can instruct a friend or family member to collect medication for you. If you need help during self-isolation you can contact Rev Greg at the Rectory on 01403 752320 or the Church office on 01403 753821 and leave a message. Alternatively email alflox.parish.off@btinternet.com. They are collecting details of any volunteers too. Thank you to everyone who has offered their help.

Samples

If you need to drop off a sample for testing, these can be placed in the labelled box at the side of the building. Ensure your details are clearly marked on these.



LOXWOOD MEDICAL PRACTICE

Your partner for a healthier future

MARCH 2020 OUR NEWSLETTER KEEPS YOU INFORMED OF UPDATES OR CHANGES TO PRACTICE WORKING

2

STAY HOME SAVE LIVES

COVID-19 (CORONAVIRUS) SPECIAL EDITION



Do not 'pop in' because you were passing.

You can email us with any non-urgent request on loxwood.txt@nhs.net. This email account is monitored daily but not constantly. Alternatively to keep up to date with information 'like' our Facebook page.



If you need a MED3 certificate, for example, these can be emailed or posted to you.

Keep up to date with information on our website www.loxwoodmedicalpractice.com.

Coming very soon, another way of non-urgent communication with our team.



Can the doctor just write me a letter for...?

If you are wanting to make a travel insurance claim for example, you must contact your insurance company **first** and ask them to send us an official form indicating on medical grounds what information they need from us.

There is no such thing as a 'Rescue Pack' for Covid-19

If you have a clinical need for extra medication this would already be in place. We cannot give out extra medication, just in case. This can cause supply disruption for those who really need the items.

Update your telephone numbers and email address.

Please ensure your medical record is kept up to date with your most recent contact details including mobile and landline telephone numbers. The doctor or nurse will call at the specified appointment time. They will only call once please ensure you are ready and waiting to take their call.

Minor injuries

We are unable to see any patient with a minor injury due to the current restrictions of infection control. You must go to A&E, or the local minor injuries units.



If you suspect you may have contracted Coronavirus

DO NOT COME TO THE SURGERY.

You **must** go online to 111.NHS.uk and follow the steps and advice, alternatively you can call them on 111. Self-isolate by staying at home and reducing your contact with anyone else.

Remember to wash your hands with warm water and soap for at least 20 seconds.

Cover your mouth when coughing and catch a sneeze in a tissue and throw this in the rubbish bin.



THANK YOU

YOUR COOPERATION IS REALLY APPRECIATED