

# CRANESWATER GROUP PRACTICE

[www.craneswatergp.nhs.uk](http://www.craneswatergp.nhs.uk)

## Patients' Forum Newsletter October 2020

All patients registered with the practice are automatically members of the Patients' Forum. The primary purpose of the Forum is to encourage you, the patients, to find out more about the services available through the practice and to share your ideas on how these might be added to or improved. It is not appropriate to use the Forum to discuss personal medical issues – for these contact the GPs - or to comment on individual practice staff – such matters should be addressed to the Practice Manager.

This newsletter explains how the practice is operating in the face of the coronavirus epidemic.

Editor: David Nixon



The banner features the HM Government logo on the left. In the center, there are four circular icons: a thermometer, a person coughing, a hand with a red 'X' over it, and a nose with a red 'X' over it. To the right is the NHS logo. Below the icons, the text reads: 'CORONAVIRUS STAY ALERT TO THE SYMPTOMS', 'HIGH TEMPERATURE OR NEW CONTINUOUS COUGH OR LOSS OF TASTE OR SMELL?', and 'Find out how to get a test, and how long to isolate, at [nhs.uk/coronavirus](https://nhs.uk/coronavirus)'. On the far right, there is a yellow box with green text that says 'STAY ALERT CONTROL THE VIRUS SAVE LIVES'.

Over the last few months you are likely to have noticed a difference in the way things are being done in general practice as we manage coronavirus (Covid-19).

We want to start off by saying thank you. Thank you for adapting so quickly to these new ways of working – it has been an essential fundamental change needed to ensure the safety of you and our staff.

To slow down the spread of coronavirus and comply with covid-19 guidance we have worked to reduce the number of people coming into the practice by using online consultation systems like e-Consult (on our website), telephone appointments, text message communications and video consultations.

Our top priority is, and has always been, to keep you and our staff safe while ensuring you get the care you need.

This is why we ask you to continue what you have been doing to access your GP service.

**Please do not visit the GP practice without an appointment.**

Instead call the practice or go to our practice website. You can speak to a GP or nurse over the phone, via e-consult or have a video consultation. This will often mean assessment from the right person is much quicker.

If a doctor or nurse does need to see you in person then you will be given an appointment to attend the practice.

Only coming into the surgery with an appointment means:

- you will get seen promptly
- you are reducing your risk of catching/spreading coronavirus by avoiding a waiting room
- the practice is able to maintain a clean environment and protect you from the virus.

If you have any comments, questions or concerns, then please do get in touch with us to let us know how we can support you.

Thank you once again for your support and understanding as we all adapt to a new way of working.



## Appointments

Thank you for your support and the regular praise you give us as we continue to work differently during the pandemic. May we please remind our patients that as telephone consultations have replaced face-to-face consultations they are 10 minutes only. Please discuss only one concern during a call.

If you are attending surgery for a pre-booked appointment:

- Please wear a face mask or suitable face covering. If you are unable to do so for health reasons, please bring your exemption card.
- DO NOT enter the surgery until your appointment time. This will help us maintain social distancing. You may be asked to step outside and wait if you arrive early.
- Please use the hand sanitizer which is provided.
- Please avoid moving or touching any area of reception to prevent any spread of infection.
- Please do not come to the surgery for anything else. Please telephone us for general enquiries or email us on [craneswater@nhs.net](mailto:craneswater@nhs.net)

## 'Flu vaccinations

We have now received part of our flu vaccines with more still to be delivered in the coming weeks. Due to COVID-19 we will be running fixed vaccination clinics which will be slower due to the virus, social distancing and cleaning.

**This first stock delivery will be for those aged 65 and over and those aged 9-64 years old in a confirmed at risk category for long term, chronic health issues.**

ONLY if you are within the above cohort of patients, please call now to book your appointment. Please do not worry if the appointment times are not suitable for you, or if all appointments are gone. We will be repeating the vaccinations when our next stock arrives, which should be soon.

If you are vulnerable, have shielded and are concerned about attending, please speak to our reception team who can advise on an appropriate alternative.

NEW COHORT: If you are aged 50-64 and not at risk the earliest you will be offered a 'flu vaccination is November and this is subject to sufficient vaccine supplies. This is dictated by Government guidelines to ensure that those who are most at risk are vaccinated first. The Government is working with manufacturers to increase available supplies.

## e-consult - get advice and information from your doctor by email

A blue banner for eConsult. It features the 'e consult' logo in white and green. Below the logo, the text reads: 'Want advice from your doctor, self-help information or have an administrative request (such as a sick note or test results)?'. To the right of this text is a graphic of a blue speech bubble with a white face and a green speech bubble with white text. Below the main text, it says 'eConsult and get a response before the end of the next working day or sooner'. At the bottom left, there is a red button with the text 'GET STARTED' in white.

There is a link to e-consult on the practice website. It allows you to get advice from your doctor, gives access to self-help information if you input symptoms and is a way of requesting a sick note or test results. The practice endeavours to respond to e-consults by the end of the next working day. However, during busy periods it may be necessary for this to be delayed after assessment by a member of the triage team. If you feel a more urgent response is required, please contact the surgery reception team.

## Welcome Adrian Ostace

'I am a Registered Nurse (general), qualified since 2013 from Romania Transylvania Land. I moved to England in 2014 and have been based in Southsea since August 2015.

I began my working career in Southsea as a Health Care Assistance in a nursing home and joined the nursing team at Craneswater Group practice in 2020. I am currently studying towards my Foundation in General Practice Nursing.

I have keen interests in wound management and the maintenance of skin integrity. Another passion is venepuncture (phlebotomy).

In my spare time I like to walk, run or just sit on Southsea beach.'



### Face-covering exemption card

Some people can't wear a face mask or covering because of a disability or severe distress. The NHS has designed D.I.Y cards to help deal with public situations that might occur. Show it quickly to explain that you have a legal reasonable excuse not to wear a face mask.

You do not need to contact your GP for a face covering exemption card. To get one please go to

<https://www.civicmc.nhs.uk/files/2020/06/Face-Covering-Exemption-Cards.pdf>

If you attend the surgery, please bring this card with you. Thank you.

### DO YOU KNOW WHICH EMAIL ADDRESS TO USE?

General admin enquiries:	<a href="mailto:craneswater@nhs.net">craneswater@nhs.net</a>
Repeat prescription requests	<a href="mailto:craneswater.prescriptions@nhs.net">craneswater.prescriptions@nhs.net</a>

Please avoid sending your email to more than one email address as this can cause potential delays to your request.

For medical or health concerns, please submit an eConsult—there is a link on the website.

### 2020 GP Patient survey

The results for the 2020 GP Patient Survey have been published and once again Craneswater Group Practice has scored highly.

Craneswater Group Practice has received an overall score of 83%, meaning that 83% of respondents would describe their overall experience of the practice as good. This is in comparison to a local average score of 81% and a national average score of 82%.

If you would like to view the full results for Craneswater Group Practice, please visit the GP Patient Survey website at [www.gp-patient.co.uk](http://www.gp-patient.co.uk)

Thank you to everyone that took part in the survey.

### Late news

A new Partner is joining the Practice. Her name is Dr A Rodrigues. More about Dr Rodrigues in the next newsletter.

Dr L Stone has retired. We are sorry to see him go, but all at Craneswater Group Practice wish him all the best, and a happy and healthy retirement after 35 years working in the Health Service.