



THE VILLAGE PRACTICE PATIENT NEWSLETTER



Winter - REVISED VERSION 9th MARCH 2020

Welcome to our winter 2020 Newsletter

New Member of Staff



We are very pleased to welcome Dr Liu to our team who will be joining us on Monday 9th March 2020. She will be looking after patients who were previously registered with Dr Sarma and her working days will be Monday, Tuesday AM, Thursday and Friday. Dr Purnell will continue to cover the remaining part of the week, all day on Wednesday.

Due to a change in working hours Dr Sarma will remain with us but will only be providing occasional cover for Dr Thakrar and seeing his registered patients on a Friday.

	AM	PM
Monday	Dr Thakrar Dr Liu	Dr Thakrar Dr Liu
Tuesday	Dr Thakrar Dr Liu	Dr Thakrar
Wednesday	Dr Thakrar Dr Purnell	Dr Thakrar Dr Purnell
Thursday	Dr Thakrar Dr Liu	Dr Liu
Friday	Dr Sarma Dr Liu	Dr Sarma Dr Liu

Social Prescriber

We would like to welcome Dawn & Clare to our extended team who are Social Prescribers employed across our Primary Care Network.

Social Prescribing provides a holistic, person-centered approach to people, to improve health & wellbeing and look at 'what matters to them'. It takes into consideration the wider determinants of health such as housing, unemployment, money concerns, carer stress, language barriers, addictions and smoking or weight concerns. If you feel you would benefit from having time to talk about concerns in this area, please do make an appointment to see your GP who can refer you to our Social Prescriber

Coronavirus Update

The NHS and Public Health England (PHE) are well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.

You can help too.....

The best way to protect yourself and others is:



Wash your hands with soap & water, or use a sanitiser gel, regularly throughout the day.



Catch your cough or sneeze in a tissue, bin it and wash your hands

If you have recently arrived back to the UK from specified areas and have symptoms of cough, fever, shortness of breath, please DO NOT attend the surgery. Stay at home and call **NHS 111 for expert advice**

Guidance on the situation in the UK, including information about the virus, advice for travellers and the action taken to date, is available from the DHSC and PHE. This advice is being updated on a daily basis

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

Electronic Repeat Dispensing Prescription:

Our practice is collaborating with NHS Business Services Authority (NHSBSA) which is providing NHS numbers for those patients that may be suitable for electronic repeat dispensing prescriptions. The information is obtained from NHS prescriptions submitted to NHSBSA. A member of our clinical team will contact these patients soon to explain the benefits of this service.

Advance Notice of Practice Closure:



Fri 10 th April	Bank Holiday – surgery will be closed all day
Mon 13 th April	Bank Holiday – Surgery closed all day
Tues 28 th April	Staff Training – Surgery will be closed from 1pm
Fri 8 th May	Bank Holiday – surgery will be closed all day
Mon 25 th May	Bank Holiday – surgery will be closed all day
Thurs 28 th May	Staff Training – Surgery will be closed from 1pm
Tues 21 st July	Staff Training – Surgery will be closed from 1pm

The Out of Hours Service covers the Practice on these days and they can be contacted on **111**.



Travel Vaccinations

If you are planning a holiday abroad, and think that you may require travel vaccinations, you need to book an appointment 6 weeks in advance to see our Practice Nurse. You will also need to collect and complete a travel health questionnaire – these are available from reception.

For further travel health information see the NHS Fit for Travel Website:
www.fitfortravel.nhs.uk



Text Messaging

We now have the facility to send out text reminders for Nurses appointments. If you

are not signed up for this service and would like to be please ask at reception for details



Contact Details

Have you recently moved or changed your telephone number??? Please remember to inform reception staff if any of your details have changed.

APPOINTMENT



We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.

If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of essential medical services.

In January 2020 alone the Practice has lost **12 hours** of GP/Nursing time due to non-attendance or patient calling at such short notice that we are unable to fill the appointment. We need these appointments so that we can continue to provide easy & quick access to Doctors & Nurses.



Unused Medication/Sharps Boxes

Please note that the surgery is unable to take in any used medication or sharps boxes. Medication should be returned to the pharmacy and sharps boxes collected by your local council - For information of how to arrange a collection please ask at reception for a form.

We are here to help you

Our practice staff are here to help you and have the right to be treated with dignity and respect at all times.

If you consider that you have been treated unfairly or inappropriately please ask to speak with the Practice Manager.

Shouting and aggression towards the staff will not be tolerated and patients who act in this way may be removed from the practice list.