

Hailsham Medical Group

Tel: 01323 848494

July 2020 Newsletter



Welcome to our Covid-19 summer 2020 Newsletter!

As we are now several months into the Covid-19 pandemic we would like to take this opportunity to reach out to all our patients and thank them for their continued patience and understanding during this challenging time.

As you will probably be aware by now, we have had to adopt different ways of working to keep our patients and staff as safe as possible by reducing unnecessary contact whilst still providing essential health care and this continues to be our main priority.

We hope this newsletter will be a helpful reminder of the telephone triage system we have in place to enable us to operate in the safest way and will reassure you that our staff are working very hard to ensure the continued safe and efficient running of the practice. We have also provided details of some support services that you might find useful as we recognise the impact coronavirus may be having on our patients' mental as well as physical wellbeing.

Limited Access to our Buildings

Our Vicarage Field surgery entrance, unfortunately, remains unmanned to walk-in patients for the time being. Please do not attend either site unless you have a pre-booked appointment. The doors at Seaforth Farm surgery remain manned; please note that only patients with pre-booked appointments should attend, as we have to keep numbers down to ensure social distancing measures can be maintained. *Any patient who arrives at the surgery without an appointment will be asked to return home and use our telephone triage service.*

Our telephone triage service is available for all our patients who have a medical concern. Please ring the surgery and a member of our Reception Team will, where appropriate, arrange telephone triage with one of our clinicians in the first instance. If the clinician then feels the matter cannot be dealt with over the phone, they will offer you a face-to-face pre-booked appointment at the surgery.

Arriving for a Pre-Booked Appointment

Please adhere strictly to the following guidance for entering the surgery buildings:

- Do not arrive early for your appointment as we need to limit the number of patients in the building.
- Wear a face mask, or any type of face covering that covers your nose and mouth, when in the surgery building (we are NOT able to provide masks as these are in short supply).
- Do not wear gloves as we have alcohol gel hand sanitiser for you to use.
- Do not bring family/friends to appointments unless the patient is a child, or you need assistance from another person.

If you develop a new continuous cough, a fever or a loss of taste and smell DO NOT COME TO THE SURGERY. Please ring the surgery and cancel your appointment.

For the latest information on Coronavirus please visit:
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Alternative Option for Medical Consultations

LIVI GP by video has been operating a free service to patients since before the Covid-19 outbreak began. They offer an alternative to our current telephone triage system with video consultations with their GMC registered NHS GPs. They also offer some weekend and evening consultations and will be able to access your medical records (but only with your consent). You may have already heard of this service or even used it. Their service is not run by our practice but you can visit www.livi.co.uk or ring them on 0330 808 2074 for further information and you can download their app and register to use their service.

Prescriptions and Samples

To further reduce footfall and to protect those patients attending for pre-booked appointments we ask that you please do not come in just to request your prescriptions or to drop off samples.

Samples: These can be placed in our letterbox but please ensure that sample bottles are clearly labelled with your name and date of birth and that the lid is firmly sealed.

Prescriptions: There are several options for requesting your repeat prescriptions.

You can do this in the following ways:

- Put them in our letterbox.
- Order them through your local pharmacy
- Request them online via NHS App
- Email a request to us directly at EHSCCG.G81059prescriptions@nhs.net

Please note: all prescriptions, however they have been requested, will now go via the electronic prescription service. If you are not already set up for this, please contact our Reception Team to nominate your chosen pharmacy. We will, unfortunately, not be able to hold your prescription at the surgery for collection under any circumstance at this time.

We appreciate your continued assistance with this.

Support Services

We know how challenging this pandemic and related issues have been, and continue to be, for so many people and understand many patients have concerns about their own health and that of their loved ones which can affect a person's physical and mental health. Therefore, we have included the details of some services that can offer vital support. We know this is just a fraction of the available support out there and as individuals we all have with differing needs, but we do hope they will be of help to you. **However, please note that Hailsham Medical Group does not in any way endorse any of the services listed below.** Please contact them directly for further information about the advice and support they can offer.

Age Concern: phone 01323 844398 for advice between 10am – 3pm or email www.ageuk.org.uk

Local Adult Mental Health Services: For information and support visit www.healthinmind.org.uk or ring 0300 003 0130

Mental Health Charity for Children: For information and support visit www.youngminds.org.uk or ring the parent helpline on 08088025544 – children can text YM to 85258

Samaritans: Tel 116123

Care for the Carers: Tel 01323 738390 or text 0786 007 7300. You can also visit www.cftc.org.uk

Citizen's Advice: Tel 03444 111 444 or visit their national site at www.citizensadvice.org.uk or local site at www.wealdencitizensadvice.org.uk

East Sussex County Council, in partnership with the district and borough councils as well as the voluntary and health sectors, have opened Community Hubs to put residents in touch with vital services during the Coronavirus pandemic to help with isolation and loneliness, food and medicine deliveries, welfare and benefits advice and access to food banks etc. If you are having difficulty finding the support you need, they should be able to point you in the right direction and can be contacted at:

Wealden Borough Community Hub: visit my.wealden.gov.uk or ring 01323 443322 or

Eastbourne Borough Community Hub: visit www.lewes-eastbourne.gov.uk/requestsupport or ring 01323 679 722 (Option 1)