



Tadley Medical Partnership Update September 2020

Please share this newsletter with any neighbour who might not have internet access

We are receiving a high volume of calls regarding COVID testing. If you, or your child, have a high temperature, a new persistent cough or loss of taste or smell, please visit [NHS .UK](https://www.nhs.uk) or call 119 to arrange a Covid test. Please follow the government guidance. We regret cannot arrange or fast track Covid testing for you.

The current Coronavirus situation continues to impact on the way we are all working at the Practice. All patients requesting a doctor's appointment have the option of completing an eConsult or a telephone appointment. All consultations are initially on the telephone. Depending on this consultation we may ask for a photo, suggest a video consultation or advise you directly on the management of your symptoms or condition. For certain problems, you may be invited to a face to face appointment where appropriate and safe. The same outcomes may follow your eConsult.

- We aim to deal with all eConsults submitted before 2pm on the same working day (Monday to Friday excluding bank holidays). If you have a time where you know you will be unable to speak to the clinical team, let us know on the eConsult and we will do our best to contact you at a better time.
- No access to the internet or you don't have a smart phone? – be reassured that this will not prevent you gaining access to medical help. Just give us a call and we will do our best to help you.
- The use of PPE (Personal Protective Equipment) and the need to clean rooms between patients has impacted greatly on the number of appointments we can offer patients – both with doctors and the nursing team.
- We are doing all we can to minimise the risk for our patients and staff. Safety is our primary concern and we thank you for your patience and understanding as we continue to limit the footfall at both surgeries. Please only visit the surgery if you have an appointment or you need to collect a prescription from the Dispensary at Holmwood Health Centre – and don't forget your face covering. The threat of a second surge in infection is always present, especially when we head towards winter and we cannot be complacent.
- You might be surprised to hear that currently, on an average day, the doctors see 50 patients face to face and deal with 250 telephone consultations. We also continue to offer child immunisation clinics, cervical screening, women's health, family planning and new mother and baby health appointments

Help us to help you

Our website tadleymedical.co.uk has many self-help and referral guides, contact forms that you can use to request acute medication, sick notes etc. There are various forms that you can use to get information to us. You can complete, for example, a medication review form that will be processed by a clinician. It might be necessary for you to have a blood test but we will let you know.

- If you think you still need an appointment use eConsult - we aim to deal with all eConsults submitted before 2pm on the same working day and by the close of business on the next working day at the latest. You can of course still call us to arrange a telephone appointment
- Because of the reduced availability of appointments at the Practice we ask all patients, unless they are too frail to travel, to make an appointment for their blood test at Basingstoke Hospital 01256 314751. It is an appointment only service
- If you need to monitor your blood pressure regularly, consider buying your own measuring machine. Easily available at pharmacies and online with costs from around £25. You can send us your readings via our website. You can also use the measuring equipment at both surgeries

Flu Vaccinations

The clinics will begin on Saturday 19 September and we will be giving timed appointments to enable us to maintain social distancing. We also need to get through the clinics efficiently and quickly so here are few requests:

- Please wait until after 10am to telephone to make an appointment
- Please come to your appointment at your allotted time. If you attend early you may be asked to leave the building until your appointment is due.
- Don't come if you feel unwell – especially if you have Covid symptoms
- Do not bring anyone with you who will not be having a vaccination at the same time – unless you need support
- Also, wear something with short sleeves so the clinician has easy access to your bare arm

Eligibility for flu vaccination this year:

All children aged 2-11 (4-11 year olds will be vaccinated by the school programme)

People aged 65 and over

People aged 6 months to 64 in a clinical risk group*

All pregnant women

People living with someone who is at high risk of Coronavirus (On the Shielded Patient List)

People in long stay residential or nursing homes

Carers

Frontline health and social care workers

**Please note that, if you are aged between 50 and 64 and not in a clinical at risk group, the earliest you will be offered a flu vaccination is November, providing there is sufficient vaccine. No appointments will be offered for people in this age group until then. This is to ensure that those who are most at risk are vaccinated first.*

If you are aged 50 to 64 and are in a clinical 'at risk' group which is eligible for the flu vaccination, for example you have a health condition which puts you at risk, you will be vaccinated earlier.

Paramedic

Gavin has been working with us since April. He undertakes the majority of home visits on the doctors' behalf on these days. A home visit can take up to an hour and is not the most efficient use of a GP's time. Gavin has many years of experience which enables him to assess patient needs. He will then liaise with the doctors to organise a plan of treatment and follow up where necessary. He also continues to work for the local ambulance service as a senior paramedic.

Private Fees

The majority of our work is carried out under our NHS contract. We carry out a small amount of private work such as completing insurance forms or occupational health medicals. We usually require payment before completing such work. Please note that private work does not take preference over our NHS services.

A big thank you from us

For all the cakes, home-made masks and head bands, scrubs, clothes bags and your continued patience in these challenging times. We are also very grateful for the support and kindness that the many volunteers and community helpers have been giving our vulnerable and shielding patients over these past months.

Lost property

If you have visited Holmwood Health Centre in the last month and have lost a ring, please contact the Reception Manager on 0118 9814166.

