



Lanchester Medical Centre

Lanchester Medical Centre Newsletter June 2020

COVID 19

NHS Survey

The NHS in County Durham, South Tyneside and Sunderland are working together to understand your thoughts of the different ways people can connect with a healthcare professional at their GP practice. As well as the traditional methods such as face-to-face appointments, GPs, nurses and hospital staff have been using other, safer ways to consult such as telephone, online or video consultations.

The feedback from this survey will be added to the insight being gathered through other involvement work being carried out. The report will be used to help us to understand people's views on accessing their GP Practice during Covid, how we can continue to make improvements to services and encourage more people to use digital clinical consultations with their health professional in the future.

You can let us know your thoughts by going to: <https://involvement.sunderlandccg.nhs.uk/surveys/1>

Please find the time to complete this survey by Friday 3 July, and share this survey wider, so as many views are collected from as many people as possible.

IMPORTANT NOTICE

WE HAVE HAD TO TAKE THE UNPRECEDENTED STEP OF CLOSING THE SURGERY DOORS TO ALL PATIENTS EXCEPT THOSE WHO HAVE BEEN ASKED BY A GP OR NURSE TO COME TO THE SURGERY. THOSE PATIENTS NEED TO USE THE INTERCOM AND A RECEPTIONIST WILL BE WITH YOU.

IF YOU DO NOT HAVE AN APPOINTMENT PLEASE DO NOT BE OFFENDED IF WE REFUSE YOU ACCESS, THIS IS FOR YOUR SAFETY AND OURS.

IF YOU NEED TO ORDER A PRESCRIPTION, PLEASE PHONE BETWEEN 2PM AND 4PM OR USE ONLINE SERVICES OR LEAVE A REQUEST IN OUR POST BOX OUTSIDE THE MAIN ENTRANCE – YOU WILL BE REFUSED ACCESS TO THE BUILDING TO MAKE THESE REQUESTS.

ADVICE REGARDING RESCUE PACKS

Rescue packs are not being sent out to all patients it would only be needed if you have COPD and are experiencing an exacerbation of symptoms and these are requested in the usual manner. Please refer to the NHS and Gov.uk websites for further advise this is updated frequently.

IF YOU HAVE ANY COUGH OR FEVER OR LOSS OF TASTE/SMELL NHS ENGLAND HAVE ADVISED PATIENTS TO SELF ISOLATE FOR 14 DAYS OR CONTACT WITH SOMEONE WHO IS INFECTED.

ADVICE REGARDING SICK NOTES/ LETTERS REGARDING COVID-19 SELF ISOLATION

GP Surgeries are not able to provide sick notes/ letters regarding self isolation for COVID-19.

Use <https://111.nhs.uk/isolation-note/> to obtain a note.

Current NHS guidelines state that if you believe you have been in contact with anyone who has symptoms of the Covid-19 virus you should self-isolate please visit NHS 111 online www.111.nhs.uk for more information.

With regards to working from home in the future this is something you need to discuss and arrange with your line manager GPs are unable to advise on this matter at the present time.

NHS Test & Trace scam Alert

Please read the attached alert about scams relating to the NHS Test and Trace system [Durham Police notice](#)

ADVICE REGARDING CANCER ADVICE

The Northern Cancer Alliance (NCA) has produced a short YouTube video featuring regional cancer clinicians who are urging the public to come forward with any worrying symptoms, as well as reassuring them on their safety in hospital. Here's the link to the video on YouTube: <https://youtu.be/-kCbJjefl4A>.