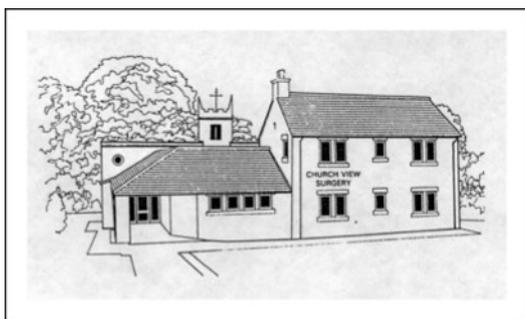


# COLLINGHAM CHURCH VIEW SURGERY

Spring/Summer 2020

Drs Toogood, Hance, Eyre and Trigg



## Staff News

After 24 years at Church View Surgery, our senior partner, **Dr Rachel Crabbe** retired on 31/3/20. We know Dr Crabbe will be greatly missed by patients and colleagues and we wish her well for her retirement. Dr Carolyn Toogood took over the role of senior partner from 1/4/20. Dr Crabbe has been diabetic lead at the surgery since 2001 and had gained a wealth of experience in this area over the years. Dr Jane Armstrong has been developing her skills in the clinics for several years now and will take over the role of diabetic lead.

We are very excited to welcome **Dr Deri Trigg** on 1/4/20 who has joined us as a new partner. He has recently relocated from London, where he was the Clinical Director for community health in East London Foundation Trust. He brings with him a wealth of experience and expertise and we are very pleased to have him on board our partnership team.

We welcomed Alia Awni as a new pharmacist in the surgery in March. She will work alongside our current pharmacist Richard Laybourn. Richard has recently passed his prescribing qualification to become a 'Prescribing Pharmacist'.

## Electronic Prescription Service (EPS)

We are now processing prescriptions electronically. For our own **dispensing patients** at Collingham and Thorner surgeries prescriptions and dispensing of medication will continue as normal.

For **non-dispensing patients** prescriptions are usually sent electronically, via the Electronic Prescription Service (EPS), to a pharmacy of your choice. Currently, if you choose not to



nominate a pharmacy electronically, you are given a signed green paper prescription (FP10) to take to any pharmacy. If you regularly use the same chemist every month, the advice is to nominate that chemist for your prescription to go to directly. This reduces the number of times you need to visit the surgery which is particularly important at this current time.

## Coronavirus Update

We would like to thank you all for your continued support during such a challenging



time and ask for your forbearance as we move forwards. Your kind letters and words of support are very much appreciated.

As we begin to offer routine healthcare

services again it is vital that we maintain many of our new ways of working. We will follow NHS guidance on when to reintroduce services and will always follow current best practice. This will mean that we are still unable to offer routine booked face to face appointments but will of course arrange to see you if we need to. Please be assured that we are working very hard to enhance and improve access for patients whilst keeping staff safe during the challenge of the Coronavirus pandemic.

We want to ensure our patients are able to get the correct care as quickly as possible, and we believe we are able to do this most effectively by using the technology we have at our disposal. Each day patients will be telephone triaged by our team of GP's. The GP can offer telephone or video consultations. We may also ask patients to send in digital photographs if appropriate that will help in our assessment. You will receive a text message from the doctor with instructions on how to send the image. By sending the image you are **consenting to the photo being saved on your medical record**. This has proven very useful for our clinicians. If the doctor or nurse feels it necessary



to assess you in-person they will arrange a face-to-face appointment. Please be reassured that our surgery is a **clean** and **safe** area to visit

and that we are following strict protocols to ensure the safety of all. We have a dedicated 'hot zone' where full PPE is worn so that patients with infective symptoms, that may be Coronavirus related, can be safely assessed away from all other patients.

Our nursing appointments will be offered as a mixture of telephone consultations and face to face appointments. Once again all patients will be assessed for symptoms of Coronavirus, prior to entering the practice.

**Chronic Disease Checks** e.g. Asthma or COPD may now be done by a telephone or video consultation to further reduce the footfall of patients through the surgery.

***Our GP's and nurses are here for you and we continue to ensure that people who need care or medical assistance receive it. Do not ignore other health issues or ongoing medical conditions.***

We think that these changes will deliver an excellent service whilst allowing both you and Collingham Church View Surgery to stay alert, control the virus and save lives. ***Please remember that underneath the masks and face visors are smiles, kindness and professionalism.***

### Home Visit Requests

We kindly ask that any patient who feels they qualify for a home visit, to please ring us before 10:30am as this will help the duty doctor triage their request appropriately and help the doctors plan their day effectively. As you know we run a full appointment system, and GP's are not in a position to abandon surgeries and visit on demand. By ringing earlier in the day, you will help us to maintain a safe and effective service. We remind all patients that home visits are only for those patients who are terminally ill, housebound or those who are so poorly they would come to harm if moved.

Current guidelines advise that wherever possible home visits should be done by telephone or video consultation and visits to a persons house must be balanced by the risk of possible Covid-19 transmission from asymptomatic carriers. Whilst we follow all infection control policies this is still a real risk to healthcare workers and patients alike. Home visits will therefore, only be undertaken if it is

**'absolutely necessary'**. All patients having a home visit will be phoned PRIOR to the visit by the doctor to screen for Coronavirus symptoms and to obtain as much information as possible before entering the house. This should allow us to minimise face-to-face time within a patients house and hence reduce the possibility of Covid-19 transmission.

### Thorner Surgery Update

We apologise that our branch surgery in Thorner remains temporarily closed and we would like to reassure you that we will reopen it as soon as it is safe and practical to do so. We currently still have several members of staff, across both sites, who are off work shielding or isolating.

### NHS APP

The NHS APP is available to download now on IOS and android. It will enable you to:

- Get advice about Coronavirus
- Order repeat prescriptions
- Book appointments
- Check your symptoms
- View your medical record
- Register your organ donation decision
- Find out how the NHS uses your data

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

### Patient Participation Group

We have an active patient participation group that help us by giving us views and ideas for the practice from the patient perspective. They are currently holding 'virtual meetings' and are keen to expand this group. If you would like to be involved, please

email; [PPG.churchview@nhs.net](mailto:PPG.churchview@nhs.net).

### One You Leeds

'One You Leeds' provides an integrated and easy to access option for residents to address a range of lifestyle issues (e.g. smoking cessation, weight management, physical activity, cooking skills etc.). For more information visit; [www.oneyouleeds.co.uk](http://www.oneyouleeds.co.uk)