**WOODFIELD ROAD SURGERY** **NEWSLETTER JUNE 2020**

**Changes at the Practice due to the Pandemic**

Recently we have all faced considerable challenges adapting our lives around the Covid-19 Pandemic. This has involved changes to the way GP surgeries provide care to our patients. Our Priority is to continue providing a high standard of care for all our patients while reducucing the risk of patients and staff becoming infected with Covid-19.

Since the onset of the Corona virus pandemic we have changed the way we work at Woodfield Road in the following ways:

1. We have changed to a system of 100% initial remote triage for all contacts.
2. We use new technology (video-consultations, online consultations, digital prescribing) to communicate with and treat nearly all patients without the need for face-to-face contact.
3. We have been excluding suspected and known Covid-19 patients from the Practice, arranging for them to be seen at The Soho Escalation Centre for treatment instead.
4. All face to face work is undertaken at appointments which are booked at times that minimise close contact with staff or other patients. Patients are seen with clinical screening and PPE. Subsequently the clinical kit, surfaces etc. are cleaned.
5. The practice is cleaned more frequently and deeply.
6. We work in close collaboration with other Regent Health Primary Care Network Practices.

As this is a complex and evolving situation we are re-evaluating, reviewing and updating our plans on a regular basis.

* We ask our patients to only come in to the surgery if specifically asked to do so by a member of our team. All initial contact with us needs to be made by phone.
* Please use online services for your repeat Prescription requests. If you are unable to do this your Pharmacy will be happy to place an order for you. Prescriptions will be sent electronically to the Pharmacy of your choice.
* **If an appointment is arranged for you at the Practice you are required to be wearing a mask upon arrival.**

**Dr Honey, Dr Dang and Dr Nessa would like to thank all our patients for their kind good wishes during this time and for your patience and support.**

**Reminder**

Flu clinics will start at the end of September for eligible patients, please remember to make an appointment and protect yourself before the Flu season gets under way.

**Online Services **

You can order repeat prescriptions and view your medical records and test results online. See our website for information on how to register for online services.

**Electronic Prescribing**

You may request your repeat prescription to be delivered electronically to your preferred pharmacy. Please note that any medication that does not appear on your repeat list cannot be ordered this way**.**

**Patient Partnership Group **

Please join our PPG which usually meets quarterly to discuss matters of concern to our patients as well as developments and innovations planned by the practice.

**Due to Covid-19 there are no face to face meetings planned at the moment.**

Please let reception know if you would like to join our group. All patients are welcome.

**Looking Forward**

Whilst our proposed practice merger plans have neccesarily been delayed in light of the current Pandemic, Woodfield Road Surgery and Westbourne Green Surgery have been working closely together to maintain a high standard of care for our patients. We continue striving to find ways of working together which

will reduce the impact of changes on our patients. We will keep patients fully informed regarding the proposed merger as and when we are able to move forward with our plans.

**Patient Feedback**

We have a long tradition of providing healthcare in the local community and welcome your input on the services we provide. Please let us know your experiences, both good and bad, as this helps us to ensure that we are providing the best care we can for you.

If you have any concerns please arrange to speak to one of our practice managers, who are always happy to listen and will try to resolve any issues arising. If you post annonymously on one of the websites it is a lost opportunity for discussion and resolution. On that note, please do feel free to let us know when things go well for you, it’s nice to share positve outcomes!

**A Healthier, Happier You**

In the nicest possible way, we’d like to see less of you! We can all do things to improve our health and take preventative measures which impact positively on our wellbeing. At the practice we offer smoking cessation sessions, diet and excersise advice and can refer you for help in taking control of and managing long term conditions.

Your local Pharmacy can provide help and advice and are always happy to help.