** The Lambert Medical Centre**

May 2020

**Welcome to our Spring Newsletter**

Since our last Newsletter in January there have been a lot of changes at the surgery in terms of how we deliver our services. These changes have been made to protect both patients’ and our staff and are in response to the constantly changing situation we all find ourselves in regarding Coronavirus. We will continue to review and adapt how we work in line with the local and national guidance.

**Online Services**: At the moment, there is no facility to book face to face appointments via online services. You can still order your repeat medication online and we encourage you to do this rather than come to the surgery to hand your order in.

We have an online consultation facility available on our website. You can use this to get non urgent help and advice from a GP. To access - Click on the ‘Online Consultations’ tab on the front page of our website.

**Appointments:** All GP and Advance Nurse Practitioner appointments are now initially held over the telephone. A Clinician will assess you and will either be able to advise you over the phone, suggest a video consultation, prescribe and issue your medication, or ask you to come to the surgery if appropriate. Depending on what the problem is, we can see you in your car or, if this is not possible you can be seen in the surgery. You will be asked to wear a mask to protect both you and the clinician and the clinician will be wearing a mask, an apron and gloves.

**Video Consultations** – we are now able to conduct assessments using video which means you don’t have to attend the surgery. If the clinician suggests this during your phone consultation you will be sent a link to your phone and once you click this link you and the clinician will be able to see each other.

The video consultation service is hosted by Whereby who are fully compliant with GDPR. A unique URL to the video consultation is generated and only participants are visible in the consultation, no third party can 'listen in'. The video and audio communication is only visible to participants on the call and is not recorded or stored on any server. The connection follows [NHS best practice guidelines](https://digital.nhs.uk/binaries/content/assets/legacy/pdf/t/6/cloud_security_good_practice_guide_final1.pdf) on health and social care cloud security.

**Nurses and HealthCare Assistants**: The Nursing Team is able to see you in the car park for blood taking, vaccinations, INR checks and other essential procedures. This is to reduce footfall into the surgery to minimise risks to patients. If you do not have a car but do not wish to come into the surgery, we are able to carry out some procedures in our bike shed at the rear of the surgery.

If you would rather be seen in the surgery, you will be asked to wear a mask and the Nurse or HCA will also wear a mask and be wearing protective clothing.

**Dispensary:** If you are a Dispensing patient and get your medication form the surgery, you are still able to do this. We ask for social distancing if you have to queue and we offer to bring your medication out to you in the car park if you let us know when you have arrived.

In line with NHS England guidance, we are unable to change repeat prescription duration or do anything that supports patients trying to stockpile medication.

Please ensure that you submit your order in time. If you collect your medication from Boots, they ask for 7 working days from receipt of order, whilst Tesco ask for 3 working days.

If you are a Dispensing patient, we ask for 3 working days from receipt of order.

There are shortages of some medication and sometimes we experience delays in our deliveries. These issues are out of our control so please be patient.

**Shielding Patients**: You are a Shielding patient if you have received a letter either from the government, an NHS Organisation or us advising that you are at very high risk of severe illness from Coronavirus because of an underlying health condition. You will have been advised to stay at home and avoid all face to face contact for a period of at least 12 weeks.

There is additional support available for Shielding patients and we encourage you to contact us or North Yorkshire County Council if you are struggling to arrange for your food to be delivered or any medication to be collected.

If you are shielding and require medical help or advice, contact the surgery and we can arrange to come and see you at home.

**Vaccinations:** During COVID-19 it's still vital to take your children to get their vaccinations to protect them from preventable diseases. As long as you, your children, or anyone in your household does not have any symptoms, you should still ensure your children are vaccinated.

Find out more: [nhs.uk/conditions/vaccinations](http://nhs.uk/conditions/vaccinations?fbclid=IwAR0bu0QJsVMNGfRUKiMsZARc2fljG4gEahrlwD3tUOsbAeAVmsTGxtIR9yc)

Please be assured all vaccinations are being carried out in a dedicated clinic when other patients are no other patients in the building.

**Chronic Disease Checks** : All routine chronic disease checks were suspended at the outbreak of the Coronavirus pandemic, however we are now starting to think about how we restart some of these checks. Some routine checks can be done via a telephone call for example Asthma and COPD, and therefore the Nurses will be in touch to do these.

**Help, Support and Advice**

There are lots of organisations available to provide help and support during the pandemic:

North Yorkshire County Council – How to help and how to get help – 01609 780780

[Coronavirus advice and information | North Yorkshire County Council](https://www.northyorks.gov.uk/coronavirus-advice-and-information)

Every Mind Matters – Tips on how to look after your mental health and wellbeing:

<https://www.nhs.uk/oneyou/every-mind-matters/>

IDAS – if you are experiencing or affected by domestic or sexual violence

[Home Page - IDAS - Independent Domestic Abuse Services](https://www.idas.org.uk/)

Thirsk Community Works – How to get local help or volunteer to help locally

[Community Works | Community Works](https://www.thirskclock.com/community-works)

Single point of information for a wide range of mental health support services

[The Go-To - Emotional wellbeing and mental health](https://www.thegoto.org.uk/)

**Premises**

Prior to the Pandemic outbreak we were very close to beginning work in the surgery to increase the amount of working space we have. We hope to resume this work as soon as we are able.

**NHS APP**

The new, simple and secure way to access a range of NHS services on your smartphone or tablet.

Use the NHS App to:

* check your symptoms
* find out what to do when you need help urgently
* book and manage appointments at your GP surgery
* order repeat prescriptions
* view your GP medical record securely
* register to be an organ donor
* choose how the NHS uses your data

We would like to say



We have received lots of lovely messages from our patients who have shown their appreciation over the last few weeks.

We especially would like to thank:

 Morrisons at Boroughbridge who sent us a hamper of food to keep us going

and

The Singing Baker who made us cakes

and

The children and grandchildren of our staff who have painted us lovely pictures to put up around the surgery.

**The Lambert Medical Centre**

We are active on social media. Follow us on Twitter and Facebook where we post details about local and national health campaigns.

 @lambertmedical1  @lambertmedicalcentre

**Don’t forget we have a Patient Participation Group:**

PPGs are groups of active volunteer patients that work in partnership with practice staff and GPs – this unique partnership between patients and their practices is essential to achieving high quality and responsive care.

The group can help the practice by enabling us to be more proactive in providing the services that truly reflect what patients want and need.

We tend to communicate via email and meet up face to face just a couple of times a year so the commitment isn’t too onerous. We aim to have an inclusive and representative membership so…..

**Please see our website for details on how to join**

[**www.lambertmedicalcentre.co.uk**](http://www.lambertmedicalcentre.co.uk)