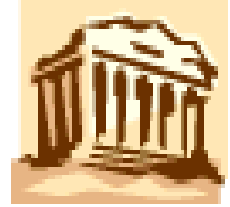


The Villa Medical Centre Newsletter

June 2020



Coronavirus: *Protect yourself and others*

Issue 4

Included in this newsletter is information on:-

- Coronavirus
- Appointment Changes
- Prescription Changes
- Patient Updates
- Patient Participation Information
- Friends and Family

Special points of interest:

- Page 4-9 COVID-19 Practice Changes



Brighter Birkenhead
A healthier future together

CORONAVIRUS

!STOP!

**DO NOT ENTER THIS BUILD-
ING**

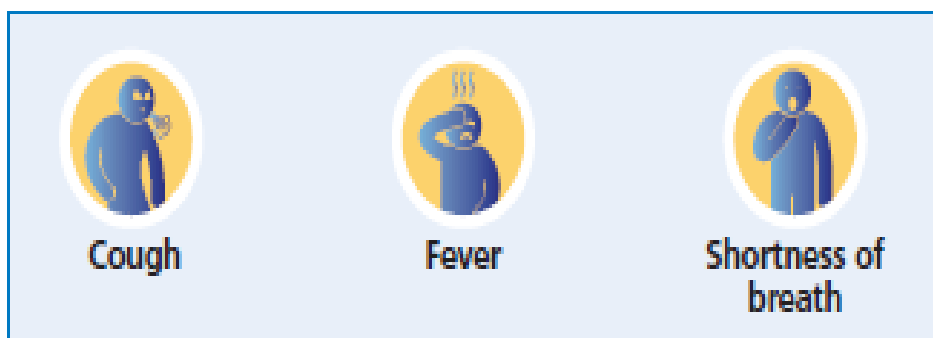
**IF YOU HAVE BEEN TO AN AFFECTED
PLACE IN THE LAST 14 DAYS**

OR

**BEEEN IN CONTACT WITH SOMEBODY WITH
CORONAVIRUS**

AND

YOU HAVE ANY OF THESE SYMPTOMS



Coronavirus

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

WASH YOUR HANDS MORE OFTEN FOR 20 SECONDS

**USE SOAP AND WATER OR A HAND SANITISER WHEN YOU:
GET HOME OR INTO WORK
BLOW YOUR NOSE, SNEEZE OR COUGH
EAT OR HANDLE FOOD**

For more information and the Government's Action Plan go to [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

We have ceased the online appointment booking service for the foreseeable future. You will be asked to provide a reason for all GP appointments so that it can be passed onto the GP. The surgery is at risk of closure if these measure are not followed. Do not put the health of our staff and other patients at risk by not cooperating.

Practice Changes

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

The Prime Minister has eased the restrictions from 01.06.2020, this does not mean coronavirus has gone, or is going away anytime soon. It's still there, still as infectious and still as deadly.

The surgery has implemented changes to comply with social distancing rules and to keep staff and patients safe.

DO NOT come into the surgery unless instructed by a GP to do so, it is a high risk area and every time you enter, you are putting yourself, your family, our staff and others at risk. You can contact us by telephone or digitally via email or via econsult (please see page 5 for more information on appointment changes).

Why are we doing this?

The national advice from public health and NHS England is for anyone who suspects they may be at risk of Covid 19 to stay at home and self isolate for 7 days

If they are unwell they can complete the online Covid 19 advice tool (<https://111.nhs.uk/covid-19>) or call 111

Despite this advice some of these patients are still coming to the surgery and putting other patients and staff at risk

If you have or anyone in your household has a temperature, a new persistent cough, lost or change of taste or smell or you think you may have coronavirus you **MUST call reception as we will need to rearrange your appointment. Under no circumstances must you come to the surgery if any of the above applies.**

visit the NHS 111 website for more information on COVID-19 <https://111.nhs.uk/covid-19>

Thank you for your cooperation

Appointment Changes

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

We have suspending the ability (whether online or by phone) to make face to face appointments in advance with a doctor or a nurse, unless your problem has been triaged as above. After assessing your case, if the doctor or nurse feels you need follow up, they will arrange this.

Please DO NOT enter the building unless you have been instructed to do so by a GP or nurse, please see page 6 for prescription ordering changes.

We will call you back, we will answer your queries, we will still give you a high standard of care. Do not jeopardise that by putting our staff at risk.

Telephone Appointments- NHS England has advised that all practices triage all appointments over the phone to minimise risk of spreading infection. Please call reception in the morning to book your triage telephone call.

E-Consult- E-consult services can be accessed from our practice website <https://villamedicalcentrewirral.nhs.uk/> see page 11 for more information on what is e-consult and how it is used.

Online Services- Patient can send messages and access medical records using their own online access. To set up online services please call or email (wiccg.thevillamedicalcentre@nhs.net) reception for a registration form.

Anyone brought in to the surgery will be asked to wait outside or in their car instead of using our waiting area. Your clinician will contact you via text when they are ready to see you. Where possible please limit the amount of people attending the appointment with you. We understand that children will need to be accompanied for appointments such as immunisations but please attend your appointment alone if possible and only bring up to 1 family member with you if absolutely necessary.

Please check your contact details are correct with reception.

...Continued on next page

If you have a booked appointment with a HCA or Practice Nurse you will be asked to enter through the side door. The reception door is still opening despite limited access for those who do not have an appointment, GPs will still be using the front door for their triaged patients.

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

Nurse appointments are still limited however we are still seeing those for certain matters, these include;

- **INR check**
- **DOAC check**
- **Pill/HRT check (telephone)**
- **Depo**
- **Smears**
- **Pessary**
- **Blood tests**
- **Diabetic review** (if due and NOT had bloods taken in the last 12 months)
- **CHD review** (if due and NOT had bloods taken in the last 12 months)
- **CKD review** (if due and NOT had bloods taken in the last 12 months)
- **Wound check**
- **Childhood immunisations**

Each appointment is staggered to allow for the consultation room to be thoroughly wiped down before the next patient arrives.

When you attend your appointment please can you cover your mouth and nose with either a mask or scarf, hand gel is provided.

Are clinical staff will be wearing face masks with a protective visor, gloves and aprons these are changed for each appointment to stop and spread or cross contamination. Our receptionist will be protective via a perspex screen and have PPE provided.

We are making all efforts to keep you and our staff safe, we would appreciate the same level of curtesy.

Prescription Changes

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

If you have internet access you will now be asked to order your prescriptions using the online services, please call reception or email (wiccg.thevillamedicalcentre@nhs.net) to obtain a online access registration form.

If you are having difficulty registering online please call Tuesday–Friday and ask to speak to Bex who will help you over the phone with your setup and account resets.

You should not hand in repeat prescription request forms to reception.

If you have not already please nominate a local pharmacy for your prescriptions to be collected from. We will not be handing out paper prescriptions at reception.

You will not be able to order your prescriptions more frequently or more at a time. Stockpiling medications causes shortages or others.

Video Consultations

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

Appointment via video consultation are a useful way of seeing your clinician face to face without increasing risk and reducing contact.

How it work?

- You will be asked if you would like to do a video consultation
- Your clinician will then send you a text message with a link to load video consultation, that looks something like this:

What do you need to do?

- Once you receive the message click on the link
- It will then open your internet browser (e.g. Safari, Chrome)
- It may show you a screen where you need to click "**Request permissions**" to enable your camera and your microphone.
- You should then be able to see yourself.
- You should then wait for the GP to join the consultation.

What do I need for it to work?

- A smartphone, either with working Wifi/3G/4G connection
Your Internet Browser needs to have your phone's microphone and camera enabled (you can see how to alter this in your phone settings here). You might also need to make sure you are using a supported browser.

- iPhones running older software that has not been updated (iOS 12 and earlier) will need to download the Whereby app to join the consultation)

What if I don't have a smartphone or the video doesn't work on my phone?

You can also access the link on a computer. Just type it into the top of the internet browser florey accurx.com/40DRKhEiou

Patient Updates

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

If you are normally given a vitamin B12 injection here at the practice you will now be asked to take over the counter supplements instead. We will no longer be providing prescriptions for B12 supplements. Please consult your local pharmacist or Holland and Barrett.

We will be providing the B12 injection for those who medically can't take the over the counter supplements. The guidelines are clear that those initialled must be diagnosed with

- Pernicious anaemia
- Subacute combined degenerative of the cord
 - Crohn's disease
- Major bowel surgery

Social Prescribers- What is social prescribing?

Social prescribing is a way of linking primary care patients with psycho-social issues, with sources of appropriate, non-medical support in the community. Suitable referrals to social prescribing initiatives are vulnerable and at risk groups such as: people with mild to moderate depression and anxiety; low income single parents; recently bereaved older people; people with long term conditions and frequent attendees in primary and secondary care

- Social prescribing has been described as having the potential to improve mental health outcomes, reduce demand on statutory services, improve community wellbeing and resilience and helps to reduce social exclusion
- Prescribed activities run by existing schemes have included arts and creative activities, physical activity, learning and volunteering opportunities and courses, self-care and support with practical issues such as benefits, housing, debt and employment

Please call, email or message using the online messaging system to speak to one of our receptionist about referring you to the social prescribing team.

Useful Contacts

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

- **The Villa Medical Centre tel: 0151 608 4702
email: wiccg.thevillamedicalcentre@nhs.net**
- **NHS 111– for suspected coronavirus symptoms**
- **Wirral Coronavirus Helpline– 0151 666 5050**
- **Mental health helpline for all ages (Cheshire and Wirral Partnership– CWP) 0300 303 3972**
- **Young Minds- <https://youngminds.org.uk/blog/talking-to-your-child-about-coronavirus/>
Parent support line 0808 802 5544
Young persons support line 0808 196 4147
or email youthmatters@wirral.gov.uk**
- **Domestic abuse– Please call 999 if its an emergency and press 55 if you're unable to talk.
<https://www.itsneverokwirral.org/>
Domestic abuse local support– 0151 606 2008**
- **Tranmere Rovers community support tel: 0151 609 3352 email: community@tranmererovers.co.uk**
- **Samaritans– 116 123**

Check if you need medical help

NHS 111 has an online coronavirus service that can tell you if you need medical help and advise you what to do.

Use this service if:

- you think you might have coronavirus because in the last 14 days you've been to a country or area with a high risk of coronavirus

you've been in close contact with someone with coronavirus

You may need to get medical advice if you've recently travelled to the UK from somewhere with a higher risk of coronavirus.

These places are: *(Correct at date of publication 10.03.2020)*

- Cambodia
- China
- Hong Kong
- Iran
- Italy
- Japan
- Laos
- Macau
- Malaysia
- Myanmar (Burma)
- Singapore
- South Korea
- Taiwan
- Tenerife – only the H10 Costa Adeje Palace Hotel
- Thailand
- Vietnam

These country are changing daily visit the web page below to get up to date advice. If you've been to one of these places in the last 14 days, find out what to do using the NHS 111 online coronavirus service.

Online Coronavirus NHS 111 Service <https://111.nhs.uk/service/covid-19>

Minor

Will a Walk-in Centre be able to help me?

Do I need to have a face to face appointment ?

Can my pharmacist help?



There are now more ways to seek medical advice than just having a face to face GP appointment. We now offer online consultations for all patients. Beat the telephone queues and get help with a

current condition or general advice, ordering sick notes or GP letters or common childhood illnesses. We guarantee a reply in 2 working days.

EConsult also gives you access to useful self help advice on many common conditions.

How does the service work?

- 1** Complete a simple form about your problem or request
- 2** Your GPs decide on the best treatment for you
- 3** The practice calls you or emails you with advice, a prescription or an appointment

Head over to our practice website here you will find the button for your own e-consultation.



<http://www.villamedicalcentrewirral.nhs.uk/>

Patient Participation Group

YOU ARE VERY WELCOME TO JOIN...

Every GP practice is expected to have a **'patient participation group' or PPG**. We've got one; ours is called **Villa Patients**.

What is a PPG? It is a partnership between ordinary volunteer patients, GPs and practice staff. Through occasional meetings and by sharing ideas the PPG tries to help patients understand what is happening in the NHS and assist the Practice to understand any patient concerns..

Who are the Villa PPG? Villa Patients are people like you who want to do something to support the Practice and to help our fellow patients. At present a small group of us meet informally a few times a year, usually with the Practice Manager.

What do Villa Patients do? We share our activities via the notice board in the Villa waiting room. We send information to everyone on our email list. And we have space in the Practice newsletter. New recruits are welcome at our meetings.

Not more meetings! No! We agree: old-fashioned meetings with agendas and minutes are necessary from time to time to keep things ticking over. More important are sessions where people can get together to discuss shared interests

Such as? Join in and tell us! What should we be doing?

And? We try to help the Practice deal with issues and complaints concerning the appointment systems. We produced a diagram to make the system clear and direct you to the most suitable person or part of the service. It's been in Practice newsletters and on the web site.

How can you join in PPG activity? Everyone is welcome to join our mailing list, and to contact us.

We'd like to hear from you about any ideas, concerns or praise you have about the Practice.

Drop a note into the Practice or email: WICCG.THEVILLAMEDICALCENTRE@NHS.NET
(But if you have concerns relating personally to your care or treatment please contact the Practice Manager, Villa Medical Centre, Roman Road, PRENTON, CH43 3DB; 0151 6084702; wiccg.thevillamedicalcentre@nhs.net)

Villa Patients



Friends and Family

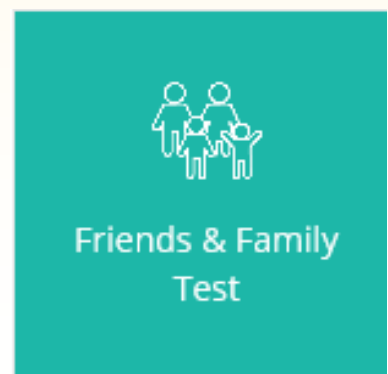
The NHS Friends and Family Test (FFT) is a feedback collection system for providers of NHS funded services. The FFT uses a simple question with a range of possible responses from 'extremely likely' to recommend, to 'extremely unlikely' to recommend.

The surgery would love to hear about your recent experience of our service.

We would like you to complete one of our friends and family questioners. This can be done by filling out the attached Friends and Family form and returning this to reception where we have a collection box or visiting our website

<https://villamedicalcentrewirral.nhs.uk/>

and clicking on the green Friends and Family button.



The Villa Medical Centre – Opening Times



Monday	8.30am–6.30pm
Tuesday	7.00am – 7.30pm
Wednesday	8.30am – 6.30pm
Thursday	8.30am – 6.30pm
Friday	7.00am – 6.30pm

Please note the closed between 8:00am-8:30am and 12:30-1:30 every day. Should you need urgent medical assistance during this lunch hour, please ring the normal surgery number 0151 608 4702 and this will give you details of the Practice Mobile number, which is for urgent medical problems that can't wait until 1:30pm.



Bank Holidays

The practice is closed on bank holidays, and is covered by the GP out of hours services.

~ Monday 31st August 2020

~ Friday 25th December 2020

~ Monday 28th December 2020