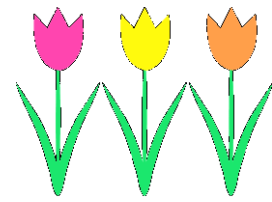


## Tadley Medical Partnership Spring Newsletter 2020



Coronavirus has impacted on all our lives in one way or another. It has radically changed the way we operate at Tadley Medical Partnership but we want to assure you that we are doing all we can to meet your medical needs. Please do not put off contacting us if you are unwell or worried about something.

**Friday 8<sup>th</sup> May (VE Day)**

**Holmwood Health Centre will be open 09:00 until 18:00**

**Holmwood Dispensary will be open 10:00 until 15:00**

### **New Opening Hours**

**Morland Surgery** is essentially closed except for authorised face to face appointments with GPs, Practice Nurses or Health Care Assistants. If you normally collect your repeat prescription (paper slip or medicine) from Morland Dispensary, this will now be at the Dispensary at Holmwood Health Centre. Morland Pharmacy (Chemist Shop) is still open.

**Holmwood Health Centre** is open 9.00 until 12.00 and 14.00 until 18.00 including the Dispensary. We are operating a “one out, one in” policy and would ask you to wait on the footpath opposite the main entrance.

### **How to access our services**

For **ALL routine** clinical matters or administrative requests – you need a sick note or to order an acute prescription for example - please visit our website [tadleymedical.co.uk](http://tadleymedical.co.uk) and use **eConsult**, or complete the relevant form. You will find the latest information regarding Coronavirus, and a lot of medical advice to enable you to self-help. There are also links to services that support your mental health and well-being. Please use online services to order your repeat prescriptions.

Please only telephone the surgery for urgent medical assistance or if you have no internet access.

- To limit the spread of Coronavirus by reducing footfall in the surgeries we are using eConsult, telephone and video consultations. You will receive an initial assessment for Coronavirus by a suitably trained clinician which will allow us to provide you with the most suitable service which might be a telephone consultation
- If you have suspected Coronavirus symptoms you might be directed to a specifically set up site in Basingstoke that is better suited to your needs.
- If you are assessed as needing a non-Coronavirus face to face appointment you will be seen at Morland surgery. This might change in the future depending on the availability of clinical staff.

Our doctors and staff will all be working flexibly until circumstances change and we can resume a normal service.

### **Childhood Immunisations**

It is vital that all children receive their scheduled immunisations and catch up on those they have missed. We are still running a Clinic at Holmwood Health Centre and you will be sent a letter if your child is due. If your child has missed any immunisations, please contact the surgery and we will tell you when you can come up.

We would like to reassure you that we are making the process as safe as possible for you and your child; you will not be expected to sit in a busy waiting room and the nurses will be wearing PPE (personal protective equipment).

Please ensure that you and your child are dressed appropriately in case you need to wait in the car park before being admitted for your appointment. Also, if possible, please don't bring any children with you who are not in need of immunisation, likewise any extra adults.

### **Whooping Cough Vaccination for Pregnant Patients**

Getting vaccinated while pregnant is the best way to [protect](#) your baby from whooping cough in the first weeks of it's life. Please make an appointment with the Practice Nurse.

### **Mother and New Born Baby Checks**

These will be done initially over the telephone and then a physical examination can take place when you attend for baby's first immunisations.

### **Dispensary Answerphone**

We have temporarily re-introduced this service for the ordering of **repeat prescriptions** only. Please do not leave any other requests as they will not be dealt with. We will be withdrawing this service once the restrictions on movement have been lifted.

### **Online Access to your records**

We have been receiving many applications on a daily basis and we are processing them as quickly as possible. Please be patient and be reassured that once you are "up and running" you will find it very simple to use. At the moment there are no appointments available to book online but this will change once normal service is resumed.

### **Vulnerable Patients**

Some of you will have received letters, emails or text messages recommending that you shield yourself from the risks of Coronavirus by staying at home for 12 weeks and avoiding face to face contact except from carers and healthcare workers. These patients have been identified by NHS England from hospital records, and from our own searches for patients with underlying conditions such as badly controlled diabetes, heart failure and those on medication that mean they are more at risk of infection.

If you are housebound and need help with shopping, collecting prescriptions or have other needs contact:

Tadley Hub 0118 9814538 or Loddon Lions 07824 325247

### **Electronic Prescription Service (EPS)**

EPS currently allows prescribers to send prescriptions electronically to a dispenser of the patient's choice - known as their "nominated" dispenser.

Paper prescriptions will continue to be available in special circumstances, but almost all prescriptions will be processed electronically.

Patients without a chosen pharmacy nomination will be given a token (patients may refer to this as a paper copy of their prescription) to present at a community pharmacy to obtain their medication. This token will contain a unique barcode which can be scanned at any community pharmacy in England to download the prescription from the NHS Spine and retrieve the medication details.

### **People News**

**Dr Katherine Moir** had a very beautiful baby girl, Isabel, on 17 April. Both mother and baby are doing well.

New to the team:

**Rachel Davies** - Health Care Assistant who will be working alongside the Practice Nurse team

**Gavin Roberts** - Paramedic, who will be joining us on 2 days a week, assisting the GPs with home visits. He continues to work for the local ambulance service.

**Maddie Teo** - Clinical Pharmacist who will be assisting with medication reviews for our Primary Care Network (our collaboration with Watership Down Health)

The NHS is committed to increasing the number of health care professionals working in Primary Care. The different mix of skill sets ensures that patients have access to the right health care professional for their needs. At a time when there is a shortfall in the number of GPs we have to look at new ways of working. Gavin and Maddie are joining our growing team of complementary professionals (Proactive Care Nurse, Physiotherapist, Mental Health Support worker and Community Connector) working alongside the GPs.



## **A Heartfelt Thank You for.....**

Queuing so patiently for your prescriptions, or to come into the Health Centre – we know it's not ideal but we hope you understand why

Being in touch to offer your help with delivering prescriptions and joining all the amazing local volunteers in Tadley and its outskirts – you are so kind

Making us face masks, scrubs, bags, ear protectors and hats – the bright fabrics and comfort in wearing have made us all very happy

Producing face visors on 3D printers – your ingenuity and time given is amazingly generous

Baking us cakes and sending in biscuits and other goodies – we shall all be on diets when this is over

We truly appreciate all your support and kindness during these uncertain times



**Social Distancing at Holmwood Health Centre**