



Chapel Street/Mayfield Road Medical Centre

Newsletter June 2020

A big thank you to our local heroes.

West Park School – Goggles

John Port Spencer Academy – Goggles

University of Derby – Face Shields

KDJ Derby, who have set up a wonderful charity during this difficult time called **helpustohelpnhs**. – Scrubs

John Smedley Ltd - Scrubs

Patients and staff for their continued support and supply of biscuits and cakes.

STAFF FAREWELLS



We were sorry to say goodbye to Amy (Administrator) Geraldine (Midwife) and Dr Iserloh (Partner).



We welcome Dr Remilekun Odetoyinbo (Partner), Kamal Modi (Practice Pharmacist), Dr Lamis Huseen (GP), Leigh (Receptionist) and Alicia (Apprentice Administrator). We would also like to congratulate Marie our Practice Manager on becoming a Partner of the Practice.

Changes to how we are operating

As you are all aware the COVID-19 Pandemic is having an unprecedented impact on the NHS across the whole country, stretching services which were already under pressure. In Derby General Practices are adapting to these new pressures on a day-by-day basis; reacting and implementing the expert advice and guidance from NHS England and Public Health England. It is therefore, vital that patients understand that they will see rapid changes in the way that General Practice functions.

We have taken a number of steps to reduce the risks to both patients and staff; the following changes have been implemented with immediate effect:

- We have moved to a total triage system by phone. Patients requesting an appointment will be screened and if appropriate will be offered a telephone appointment with a clinician. If the clinician considers it is appropriate for you to be seen, they will offer you an appointment at an appropriate time at our Chaddesden surgery only.
- Using Video Consultation Appointments (VCA)
- Access to the surgery is **only** by appointment or at the request of a member of staff – please do not come to the surgery unless you have been asked to do so and only come alone with one other person if you are unable to attend on your own
- If you are asked to come to the surgery you must wear a facemask/covering the whole time you are in the surgery, if anyone has to come with you they must also wear a facemask/covering.
- If you need to drop anything off at the surgery, please put it in the letterbox. Do not drop any samples off at Spondon, these **must** go to Chaddesden only.
- Online booking has been disabled for the time being.
- Please follow NHS England and Public Health Guidelines for your age and health needs. Use NHS 111 online initially for advice and guidance – www.111.nhs.uk/covid-19 **PLEASE DO NOT ATTEND THE SURGERY**
- We will be offering urgent blood tests only at the surgery. Patients will be screened before attending the surgery. Patients can visit

www.uhdb.nhs.uk/service-phlebotomy-blood-tests/ for alternative venues.

- Please use our online forms for queries; these can be found at our website www.chapelstreetmcd-erby.nhs.uk
- Routine Annual reviews e.g. Diabetic, Asthma clinics etc will be done over the telephone as much as possible.
- Smears & immunisations will continue but a nurse will contact you by telephone on the day of the appointment.
- All prescriptions will be sent to a nominated pharmacy; there will be no collections from the surgery.
- We are recommending patients on repeat medications sign up for online services via our website www.chapelstreetmcd-erby.nhs.uk.

This is a fast and constantly changing picture. It is using a lot of manpower to organise and facilitate changes and we ask for your understanding during the challenging and unprecedented times now and ahead.

We understand that many of you will be worried but we can assure you that we care deeply about our patients and we will be working diligently to provide the care that you need.

The partners and staff would like to thank all our patients for your continued support and understanding.

Useful links

<https://www.nhs.uk/coronavirus>

<https://www.gov.uk/coronavirus>

Physical activities benefits for adults and older adults



<http://blogs.bmj.com/bj-sm/files/2016/01/5-clinical-champion.png>

<https://www.mind.org.uk/information-support/coronavirus/>

An amazing book for children which explains the virus in a way that is easy to understand Coronavirus: A Book for Children by Nosy Crow.

https://issuu.com/nosycrow/docs/coronavirus_ins/1?ff&hideShareButton=true

Electronic Repeat Dispensing (eRD)

If you get regular or repeat prescription, you could save time by switching to electronic Repeat Dispensing (eRD)

eRD sends your prescriptions electronically from your GP surgery to a pharmacy of your choice. It's easy to use and you don't need a computer or electronic device. Ask your GP or pharmacist to set it up for you.

eRD allows your GP to prescribe your regular medicines for up to a year. It's reliable, secure and confidential. Your regular prescriptions are stored securely on the NHS database, so they'll be ready at the pharmacy each time you need them.

Using eRD you can:

- Save time by avoiding unnecessary trips or calls to your GP every time you need to order a repeat prescription.
- Order or cancel your repeat prescriptions online (if your GP practice offers this service)
- Pick up your repeat prescriptions directly from the pharmacy without having to visit your GP.
- Spend less time waiting for your prescription in the pharmacy or GP practice
- Save paper – you won't need a paper prescription to collect your medicine from the pharmacy.

For more information about eRD and how it works, ask at your GP surgery or pharmacy, or visit the NHS website: <https://www.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/prescribing-and-dispensing/electronic-repeat-dispensing-erd/erd-information-patients>

Remember, you are not stuck at home, you are safe at home. And by keeping yourself safe, you are helping to keep others safe too.

This crisis will bring out both the best and the worst in people. For the vast majority it will bring out the best. Be grateful that you have shelter, possessions, and friends to talk to on the phone or online. Let's hang onto those thoughts, particularly the amazing "best" that we have seen from our Keyworkers and NHS.