



Coronavirus – (COVID 19)

Patient Newsletter April 2020

24 04 2020

Useful contacts

111: <https://111.nhs.uk/covid-19>

NHS England: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Public health: <https://www.publichealth.hscni.net/news/covid-19-coronavirus>

East and North Herts CCG: <https://www.enhertsccg.nhs.uk/news>

Herts County Council:
<https://www.eastherts.gov.uk/emergencies/coronavirus>

111: <https://111.nhs.uk/covid-19>

TEXT MESSAGING

In light of the guidance for you to stay home and isolate we would like to try a few new ways of managing your care. One of the ways we can continue to manage your care without asking you to risk an unnecessary journey is to try a few surveys on our website. In the coming weeks we will be sending out a number of links to questionnaires via our website. It would really help us if you could complete these whenever you are asked to as this way we can review your care and assess if we need to take any action to look at your ongoing care needs.

Please look out for text messages from the surgery and do respond whenever you can.

If we need to contact you following your completion of a survey we will get in touch via your mobile number to offer further care on a personalised basis. If you have any questions

about a link please to not hesitate to contact the team on site either via the phone or the website.

<https://www.wallacehousesurgery.co.uk/digitalpractice/health-review-and-assessment-clinic>

REPORTING OF DOMESTIC ABUSE

During these challenging times we are aware that some families may need additional support. If you have a social worker, do not hesitate to contact them if you are struggling with the family being forced together for prolonged periods of time.

Any victim of domestic abuse should call 999 even if they are unable to speak, alerting police silently by pressing 55.

PATIENT CONTACT

It is vital at this time we have up to date mobile phone and email addresses for everyone. Please ensure we have these details for your entire registered household.

ONLINE ACCESS TO RECORDS

In response to the Corona Virus Pandemic we are working to expedite plans to get all patients over 18 years old access to their full medical records online. This can be requested via SystemOnline once you have registered for this service via our website <https://www.wallacehousesurgery.co.uk> We will continue to send text messages to patients in the coming weeks as a reminder to request this access.

Access to your medical records will facilitate patients to view recent consultation outcomes as well as view results and request medication. Medication requests processed in this way are significantly less likely to incur errors. Requests are easier and more efficiently processed and are thus more likely to be sustainable if staffing numbers are impacted by the virus. Please help us to maintain as wide a range of services as possible by ensuring you are registered for full access to your records online.

Thank you to everyone who has already registered in response to our text messages.

Photographs in Medical Records

We now have the facility to add photos to your records in advance of a telephone or video consultation. If you are calling to discuss a skin condition, or rash, this can really help your

clinician to assess your case. Please send your photos to the admin address below to allow these to be processed accordingly prior to your consultation. Please be reassured that these images will be placed on your record and that all will be handled in line with our confidentiality protocols.

www.admin.wallacehousehertford@nhs.net

Thank you to all our patients at this time

Thank you to everyone following the guidance to self isolate or shield. This is the most valuable action you can take to protect the NHS and each other right now.

A thank you to all our patients who are key workers and supporting the nation to stay safe and stay home. We know we have many patients who are transport supply chain drivers, nurses, teachers, council employees and those who perform numerous other vital roles.

Our surgery was recently featured in the local Hertford Mercury newspaper – please see the link below to the story.

<https://www.hertfordshiremercury.co.uk/news/hertfordshire-news/nhs-heroes-how-community-came-4003487>

ADVICE FOR PARENTS

Please see the attached poster at the end of this newsletter

WAYS TO HELP OUR DOCTORS HELP YOU

It would help the GP doing phone consultations if you have a few things to hand during the consultation. For example a thermometer, blood pressure machine, and a Smart phone app to check your pulse. Many of these can be purchased very reasonably online. Please consider if you could have these available to your family to help us at this time.

Sometimes it would be helpful to have your medication and/or inhalers in front of you.

Ensure your ringer is turned on if a phone consultation is requested and that you are in a quiet area of your house.

In general you should have a stock of paracetamol at home, antihistamines and a basic first aid kit of some simple dressings e.g. Tegaderm dressings with pads.

The NHS website has clear and useful information on a variety of ailments

www.nhs.uk

MATERNITY ADVICE

In response to increased queries from women in light of COVID-19, our maternity team have organised some new contact methods for women accessing maternity care, this is especially important as places for community midwifery appointments are being changed and reorganised with short notice.

Please provide the following contact details should your patient wish to ask the team a routine question or contact them for maternity advice:

- Maternity Advice Line: 07789 935620 (07.00 – 21.00 7 days a week)
- Maternityadvice@nhs.net

If your patient has an urgent query, they should not use the above contacts but instead call the Consultant Led Unit (CLU) or Midwife Led Unit (MLU) as per their hand held pregnancy notes.

These methods of contact will be available for at least the next 12 weeks during the COVID-19 crisis.

CONTINUED WORK IN THE PRACTICE

Alongside our regular work we have undertaken the following work to support the response to COVID-19.

Review of all shielding patients from NHSE cohort

Addition of 300 practice reviewed patients to the list

Review of all self referred patients to Government shielding scheme

Work with local Social Prescribing team to review vulnerable adults

GP review of all patients with learning disabilities

Review of all patients who may not have picked up regular medication for Mental Health conditions

Work with CCG to identify who could potentially be given Repeat Dispensing Prescription to free up NHS resources to care for most at risk

Virtual Ward Round of Nursing Homes

Support to local Primary Care Network to establish a Hot Hub – due to go live next week

Activity review to support work off CCG

Audits of data quality to check certain conditions are correctly coded and will thus be correctly identified by National Searches

Review of DNAR records on patients

Review of Summary Care Records for most at risk of patients to ensure that records can be accessed by other team in the NHS if necessary