

Spring News

Coronavirus:

All details were correct at the time of printing.

For the very latest information, please visit:

www.nhs.uk/

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Coronavirus (COVID-19)

Coronavirus (COVID-19) is a new illness that can affect your lungs and airways

What's the risk of catching coronavirus in the UK?

The UK Chief Medical Officers have raised the risk to the public from low to moderate. But the risk to individuals remains low.

Health professionals are working to contact anyone who has been in close contact with people who have coronavirus.

Symptoms of coronavirus

The symptoms of coronavirus are:

- a cough
- a high temperature
- shortness of breath

But these symptoms do not necessarily mean you have the illness. The symptoms are similar to other illnesses that are much

How coronavirus is spread

Because it's a new illness, we do not know exactly how coronavirus spreads from person to person. Similar viruses are spread in cough droplets. It's very unlikely it can be spread through things like packages or food. Viruses like coronavirus cannot live outside the body for very long.

Do I need to avoid public places?

Most people can continue to go to work, school and other public places.

When to call NHS 111

If you have a cough, or fever, or shortness of breath and have been to any of these places in the last 14 days:

China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia, Macau Vietnam, Cambodia, Laos, Myanmar, Northern Ital (north of Pisa) stay indoors and call NHS 111.

Stay indoors and Call NHS 111 if you've returned from:

Specific towns in the Lombardy and Veneto regions of Northern Italy, Iran, Daegu or Cheongdo in South Korea Hubei province in China in the last 14 days.

Do not go to a GP surgery, pharmacy or hospital.

Call NHS 111, stay indoors and avoid close contact with other people.

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If you are unable to order your own medicines, could a relative or carer do this on your behalf?

If this is not possible then please speak to the receptionist who will be able to help you.

Remember to order your medicines 7 days before you are due to run out

Treatment for coronavirus:

There is currently no specific treatment for coronavirus. Antibiotics do not help, as they do not work against viruses. Treatment aims to relieve the symptoms while your body fights the illness. You'll need to stay in isolation away from other people until you've recovered.

How to avoid catching or spreading germs

Do

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately
- Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available
- Try to avoid close contact with people who are unwell

Don't

- do not touch your eyes, nose or mouth if your hands are not clean

REPEAT PRESCRIPTION CHANGES

From 1st April 2020, you (or a person nominated on your behalf) will have to order repeat prescriptions directly from the GP Practice. You will no longer be able to order through your pharmacy or an online pharmacy.

If you already order repeat prescriptions from your GP Practice, you will not be affected and don't need to do anything.

If you collect your medicine from the chemist, or have delivered to your doorstep you can continue to do so.

If you receive your medication through a monitored dosage system, for example a dosette box or a blister pack, this change will not affect you.

What do you need to do?

You will need to make a request directly to your GP for a repeat prescription. You can do this:

Order online via GP online access or the New NHS App

You will need to register for online access at the reception desk. Photographic ID will be required to register for online access.

The NHS App can be downloaded to your smartphone or tablet from iTunes App Store or Google Play - follow the online instruction for registering.

In person at the surgery: Tick the medicines required on the tear off section on the prescription and drop it into the GP practice.

By post

By Phone



Tips on ordering your medication to save you time and problems:

When you order your repeat medication using the repeat slip please mark clearly which items you require. This will ensure there is no delay in your medication if items are not issued as needed.

Be aware of when your medication review is due and book your appointment in advance. You will find your due date on the repeat slip.

If you no longer take any of the medications on your repeat list, please let us know so we can remove these and inform your GP.

On-line Services



If you are registered with a GP surgery, you can access online services. Online services may allow you to:

- Book, check or cancel appointments with a GP, nurse or other healthcare professional
- Order repeat prescriptions
- See parts of your health record, including information about medicines, vaccinations and test results
- See communications between your GP surgery and other services, such as hospitals

To use online services, you need to sign up and prove who you are.

For the NHS App you can do this in 2 ways:

- By taking a photo of your ID (passport, UK or EU driving licence, or European national identity card) and recording a short video of your face while you say 4 numbers
- Using registration details from your GP surgery

For other providers of online services, you can only sign up using registration details from your GP surgery - please ask at reception for information on how to register

Proxy Access

What is proxy access?

Patient Access and proxy access - A **unique** new feature has been released for Patient Access. You can now request to act as a proxy for children, relatives and dependants that you care for using Patient Access. This enables a parent, family member or carer to act on behalf of the patient with their access tailored accordingly. The proxy feature has gone through rigorous analysis to ensure there are no data privacy risks. Appointment booking, repeat medication requests, messaging and, where applicable, access to medical records, can easily be accessed by the proxy once a relative or person has been linked.

Requesting proxy access: You can ask your GP Practice to register you for proxy access. They will guide you through the set-up process. If the relative or person you wish to act on behalf of is at a different practice to yourself, you can ask your relative's GP Practice to register you for proxy access.

What information do I need to provide to act on behalf of someone?

When the GP Practice registers you for proxy access, you will need to provide your identification (ID) to establish you are the person that you say you are. Please check with the practice regards the type of ID they require.

A legal basis will also be required. If the relative or person you wish to act on behalf of is aged over 11 years, consent from them for the proxy access must be provided to the Practice and recorded in either:

- Verbal consent to the GP witnessing the consent.
- Written consent: A signed consent form, or a letter from the relative or person, requesting that you are given proxy access. This form should also detail the level of access you will require, if you are uncertain about what access you require, please discuss this with the GP Practice. Examples include: access to book appointments and order repeat prescriptions only; or access to book appointments, order repeat prescriptions, view the patient's medical records, share or download the patient's medical records.

If the relative or person you wish to act on behalf of is over 11 but is not mentally competent to give consent (e.g. if they have dementia), their GP practice will need to confirm that you are the right person to act on their behalf as a proxy. This will usually be because you are listed as their carer.

SMS

Text Message Reminders:

Patients aged 16 years and over can now register to receive information by text message on your phone regarding appointments, blood results, reminders for health monitoring.

If you wish to register for this messaging service please fill out the consent form available at reception.

You can download a copy of the consent form from our website:

<https://www.fieldhousemedicalcentre.nhs.uk/info.aspx?p=13>



Seasonal Flu Vaccinations

Flu vaccines are still in stock until the end of March 2020 - get yours before it is to late.

Patients at risk of flu are:

- All patients aged 65 or over on 31st March 2020
- Patients with Diabetes
- Patients with Heart Disease
- Chronic Liver Disease
- Suffered Stroke or TIA
- COPD or Severe Asthma
- Immunosuppression
- Pregnant
- Obesity (BMI greater than 39)
- Patients who live in residential or nursing homes
- Are a carer or work in a care home

Children aged 2 - 3 years (born between 1/9/15 & 31/8/17)



If you are unsure if your are eligible for a flu vaccination, please contact reception for details

If you wish to decline the flu vaccination then please e-mail us at nel.b81031@nhs.net.

Remember to include your name & date of birth on your e-mail.

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