

Volume 14, Issue

Summer 2020

Use NHS services for non-coronavirus health conditions if you need to', doctors tell people



Derby Road Health Centre is open! If you need an appointment for health issues not related to Coronavirus, or you are finding symptoms of the virus unmanageable, please ring the practice. You will be offered a Triage or Telephone appointment with an appropriate clinician or Face to Face appointment if the doctors feel you need to be seen.

Derby Road Health Centre

Summer 2020 Newsletter

Extended Hours

Please note that 7.00 am start early clinics (Mondays/Fridays) have been temporarily STOPPED due to the Coronavirus arrangements

I have symptoms of cancer what should I do during the coronavirus outbreak?



CANCER RESEARCH UK advise:

You should still contact your doctor if you notice a change that isn't normal for you or if you have any possible signs and symptoms of cancer.

Even if you're worried about what the symptom might be, or about getting coronavirus don't delay contacting them. Your worry is unlikely to go away if you don't make an appointment. The symptom might not be due to cancer. But if it is, the earlier it's picked up the higher the chance of successful treatment. You won't be wasting your doctor's time.

Prescription Service under Corona-virus (EPS)?

Nominate your Pharmacy

Due to current COVID-19 status we will be reducing the patient contacts by sending your prescription electronically to the pharmacy nearest to your home address. If you want to clarify which pharmacy we have sent your prescription to either check on-line or telephone the surgery.

Please allow the pharmacy seven days before collecting your prescription unless it is needed more urgently. They are currently under extreme pressure, with minimal staff to cope with the workload.

Please do not order 'just in case' medication or to 'stockpile' medication, as this causes huge problems to supply of medication, and can leave other patients without medicines they need right now.

Repeat Prescriptions

Since Monday 23rd March we have been temporarily reinstating requests for repeat prescriptions over the telephone, this will support self isolating patients over 70's and at risk. There is a dedicated telephone option 4 added to the main menu for repeat prescriptions. Lines are open daily for the set times 11.30 -14.00.

Where possible we would ask patients to please register for online services and request your prescription online.

Thank you for your continued support at this difficult time.

Our Contact Details:

**Derby Road Health Centre
336 Derby Road, Lenton,
Nottingham NG7 2DW**

**Tel: 0115 89 65001
www.drhc.org.uk
ncccg.contact-drhc@nhs.net**



EXCITING NEWS! We are delighted to announce that our Surgery will be extended substantially.

We'd like to inform our patients and visitors that extension works will be starting at the end of July.

At the end of the construction period Derby Road Health Centre will become more spacious and modern with more clinical and admin rooms available. This in turn will enable us to register more patients, as the needs of our catchment area have continuously been increasing.

However as expected there is going to be some disruption during the construction period. Access to our parking area will be reduced and entrance/exit arrangements will change.

As a result we kindly request our patients/visitors to use alternative ways of getting to the Surgery wherever possible.

We would like to take this opportunity to thank everyone for their understanding and help during this very busy period.

Enjoy the Summer, but protect your self and others from the Sun



As most of Coronavirus measures ease during the summer and more people are getting out do not forget that you still need to protect your self from the sun!

Wellbeing

Do you suffer from health issues and/or feel alone or isolated? Or just want to improve your physical and mental health and meet other people with similar problems? You can find a variety of activities in our local area aiming to support you in health and wellbeing issues such as weight management, fitness, smoking cessation and social isolation, as well as support with depression, anxiety, cancer, strokes and other health issues. Social prescribers is a new service to help people to deal with all the above

Social prescribing

Social prescribing is a way for local agencies to refer people to a link worker. Link workers give people time, focusing on 'what matters to me' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.

Here is a note from Charlotte Durose-Revill the social prescriber of PCN 7 Wollaton and Bilborough area:

The Social Prescribers have still been operating throughout the pandemic, although with a slightly different service. We have been offering the Keeping in Touch (KIT) service which is a telephone support service. We have been supporting patients with loneliness, benefit support and getting food parcels. We have created a database of support organisations that have continued to operate in Nottingham during this time.

We have also been supporting our practices by calling patients who are shielding to do a wellbeing check in call, to make sure they are doing well and to see if there is any support we can offer the patient.

As things slowly return to the new normal we are hoping to get back into practice so we can see our patients face to face and help to empower them to take more control of their well-being and connect with local services to support 'what matters to you'.