

Burnley Group Practice - Patient Newsletter June 2020

- During the current coronavirus pandemic our clinicians are dealing with patients using telephone or video wherever possible, you will no longer be booked into an appointment where you attend the surgery in person without speaking to a clinician first. Our reception staff will 'care navigate' you first, this will involve them asking you the reason for your need to have a consultation in case they can direct you to another service who can help, if they cannot they will book you in with a clinician for a telephone consultation first, if the clinician is not able to deal with your problem on the telephone, by video, or by you sending us a photo they will arrange for you to attend the surgery. **DO NOT ATTEND THE SURGERY IF YOU ARE DISPLAYING CORONAVIRUS SYMPTOMS.** We know that many patients are put off from making appointments because they don't want to bother us at this time, they're not keen on telephone consultations or they're self-isolating or shielding, **if you think you need to be seen, please telephone us, you will not be wasting our time**
- Please can we remind you not to attend the surgery unless you have been asked to attend, prescriptions should be ordered online, by email or telephone. **If you are asked to attend, wherever possible you should attend alone.** DO NOT COME INTO THE SURGERY FOR PRESCRIPTIONS, BLOOD TEST RESULTS, OR TO REGISTER FOR ONLINE SERVICES, TELEPHONE OR EMAIL US
- Some parents have been wary about bringing their children for routine childhood vaccines during the coronavirus pandemic, remember 'Vaccination is the most important thing we can do to protect ourselves and our children against ill health. They prevent up to 3 million deaths worldwide every year. Since vaccines were introduced in the UK, diseases like smallpox, polio and tetanus that used to kill or disable millions of people are either gone or seen very rarely. Other diseases like measles and diphtheria have been reduced by up to 99.9% since their vaccines were introduced. However, if people stop having vaccines, it's possible for infectious diseases to quickly spread again.' Please contact us if we have not been in touch with an appointment
- Cervical screening – we have not been at full capacity during the coronavirus pandemic, and even now we are prioritising the work we do due to staff working from home and the longer time we need for appointments due to cleaning, however we are now starting to resume services, whilst still prioritising, if you are due or overdue cervical screening, please contact us to make an appointment
- Travel vaccines – as we are prioritising our workload travel vaccines are not currently being provided, if you need travel vaccines you should search for a private travel clinic
- People are being warned to be on their guard against scammers posing as NHS contact tracers. Local councils in England and Wales have issued alerts following reports of bogus calls and messages asking for money to cover the cost of coronavirus testing kits. Official tracers will never ask for payment of any kind or bank details. More information at <https://www.bbc.co.uk/news/health-53113595>
- Wearing a face covering if you are asked to attend the surgery; this can be a scarf or a face mask as a precautionary measure against Coronavirus, there is more

information on <https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering>

- If you have been asked to attend the surgery, but develop coronavirus symptoms between your appointment being made and your appointment time, DO NOT ATTEND, telephone us instead, current symptoms are at least one of a high temperature, a new continuous cough, loss or change to your usual sense of smell or taste
- Remember to wash your hands regularly, especially before and after attending the surgery