



## **BURNLEY GROUP PRACTICE**

**Dr M Al-Amin, Dr R Alvi, Dr F Arshid, Dr K Clarke, Dr R Daly, Dr J Kallarackel, Dr L J Kallarackel,  
Dr C Lane, Dr K S Ranjit, Dr L Sapawi, Dr N Tattersall, Dr D J White, Dr K Wilkinson**

### **Patient Newsletter June 2020**

Dear Patient

Please help us by:

- Not attending 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**
- 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
- Remembering to wash your hands regularly, especially before and after attending the surgery
- Allowing at least 2 working days from ordering your prescription to it being ready - please bear with us on this, the coronavirus situation is causing delays with this process, we ask for your patience. You may need to ask your pharmacy how long they then need to prepare your prescription
- Remembering that if you have more than one problem to discuss, you need to request a double appointment when booking
- Being kind; verbal or any other form of abuse will not be tolerated, we have a zero tolerance policy, and you may be removed from the practice list
- Bringing your children in for their routine childhood immunisations, we are still seeing children for their childhood immunisations, please bring your child in for their appointment when due, contact us if we have not been in touch for an appointment
- Ensuring you keep us up to date with your contact details, including address, telephone (both home and mobile) and email address; your mobile number will be

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Branch Site: Kiddrow Lane Health Centre Kiddrow Lane, Burnley BB12 6LH Tel: 01282 731300



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used to send appointment reminders and informational text messages, let us know if you wish to opt out of either of these

- If you do email us, please state your full name, address and date of birth
- Avoiding contacting us on Monday unless necessary, Mondays are our busiest day
- Contacting us if you are worried that you may have cancer symptoms, please do not delay contacting us, you will not be wasting our time, there is more information at <https://www.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus/cancer-symptoms>
- Having a look at our websites – <https://www.bqpburnleygp.co.uk/> and <https://www.kiddrowmedicalpractice.co.uk/> we will be aligning the websites into one now that we have merged, let us know if there is anything you like, or dislike, is there anything that is out of date? Your feedback would be appreciated
- Being patient whilst we are deferring Vitamin B12 Injections - Due to COVID-19 we have temporarily suspended vitamin B12 injections, unless it is for pernicious anaemia, or the initial loading dose. The NHS is currently under tremendous pressure. We therefore have to make some difficult decisions. We are also trying to protect our own front line staff from unnecessary contact to help keep our essential services going.

All patients receiving vitamin B12 injections have already received the loading doses that are administered close together. Approximately 50% of the loading dose is stored in the liver for the body to use up slowly when needed. The 3 monthly injections therefore are just top ups. In other words you have plenty of B12 from the injections you have already received to last many months through this crisis.

We cannot prescribe oral (taken by mouth) vitamin B12 but it can be purchased over the counter from chemists and food supplement shops if you wish. We appreciate your understanding through this difficult time.