

Welcome to the Spring Newsletter Edition

Due to the current situation with the Coronavirus outbreak (Covid19) we have taken unprecedented measures to protect our patients and staff by closing the South surgery. Our North surgery is open; however, patients will only be seen by invitation from a clinician.

You should not come to the surgery unless you have been asked to do so, and you are well enough to attend. Should you develop a high temperature (over 37.8), a dry cough or sore throat, do not attend the surgery.

The North surgery now has an intercom fitted at the front door. If you do have an appointment please speak with a receptionist via the intercom system and follow the instructions given which allow you to gain entry into the surgery. Once the clinician knows you have arrived they will meet you at the fire exit door at the back of the building (situated in the car park).

For your own safety and that of your family, wherever possible, you should attend your appointment alone, as any adults who attend with you will be asked to wait outside. If you have no alternative but to bring children from your own family with you, they will be permitted into the waiting room whilst you are seen.

Our telephone lines are extremely busy at this difficult time and we would ask that you do not telephone the surgery unless absolutely necessary. Please utilise the below Practice and Government website links which provide information and support.

The Reddish Family Practice website: <http://www.thereddishfamilypractice.nhs.uk/>

Contact us by email at STOCCG.P88005-admin@nhs.net

If you have underlying health problems and are unsure whether you should be working please go to the NHS111 website <https://111.nhs.uk> or contact Occupational Health.

If you require an isolation note for your employer, you can apply for this on the following link <https://111.nhs.uk/isolation-note>

You may also like to visit our Facebook page at <https://www.facebook.com/TameValleyGPs/>

Remember, you are not alone – If you have a medical condition which makes you extremely vulnerable to Covid19, please use the below link to register and tell us whether or not you need support.

<https://www.gov.uk/coronavirus-extremely-vulnerable>

In these unprecedented times we need the support of family, friends and neighbours more than ever before. Do not be afraid to pick up the phone and ask for the help you need.

A message to our patients from the Partner's here at the Practice

COVID-19 Pandemic

We understand that it is a difficult time for everyone, as we adjust to different ways of working and living. To help us to help you, we would be grateful if you follow the advice and guidance below before ringing or emailing the practice.

1. All urgent appointments will be via video, or telephone, with face-to-face appointments only when absolutely necessary. This is to prevent you putting yourself at risk by attending the practice unnecessarily.
2. We will make sure you get the medication you NEED but
 - a) We can't issue prescriptions early or give you more just in case - the pharmacies are struggling with staffing and demand, and are working as fast as they can. Please be patient if you need to wait longer than normal.
 - b) We can't give you an inhaler just because you had one a few years ago. Lots of people really need these inhalers and if you get one 'just in case' they might not be able to get one that they really need.
 - c) We can't give you paracetamol on prescription just because you are struggling to buy it over the counter. We can only access the same pharmacy stock.
3. To help issue your prescriptions as quickly as possible we strongly urge you to enrol for our [Online Services](#) or via the [NHS App](#). It is very simple to use, and your prescription request is sent direct to a GP.
4. If you have been told to self-isolate because of Coronavirus, and you need a note for your employer, you can complete an online [Isolation note](#)
5. We can't advise you whether you should or shouldn't self-isolate, please follow the government guidance. However the government has written to some "clinically extremely vulnerable" patients to advise that they should [self-isolate for 12 weeks](#) . If you haven't received a letter from the government but think you are "clinically extremely vulnerable" and should self-isolate for 12 weeks, you can check and <https://www.gov.uk/coronavirus-extremely-vulnerable>

Thank you for the very kind messages we have received. We are working hard during these unprecedented times to continue to be available for patients in need. Your patience, understanding and best wishes are greatly appreciated by everyone at the Practice.

Dr. Sakseena Joye, Dr. Nurcombe, Dr. Roberts, Dr. Al-Kamil, Dr. Marachel & Dr. Pattison

Privacy Notice

Due to the current national situation as a GP Practice we have had to adapt to the way in which we work, therefore your information may need to be accessed, shared and managed differently at our practice. This will be done with compliance within law and only when it is appropriate and necessary to support your care and treatment. For further information please visit our privacy policy on our website

www.thereddishfamilypractice.nhs.uk

**Best wishes to all our patients for a happy and healthy Easter
Please stay safe at home**

