



EASTBURY SURGERY PPG

NEWSLETTER April 2020

Dear Patients

Hope you are all keeping well and safe.

We are all currently going through unprecedented times and the surgery needed to introduce significant changes over the last two weeks in order to ensure the safety of our patients and the surgery's staff.

We are very grateful for your understanding and support during this challenging time.

In accordance with the NHS England recommendations, Eastbury Surgery currently provides telephone triage only and the majority of consultations are performed on the phone or through a video link. Therefore, please ensure that we have up-to-date details for you, in particular, your mobile telephone numbers.

We will ask patients to come into the surgery only where it is medically required to do so for an examination.

Please DON'T walk into the surgery if you suspect that you have the virus or if you have been in contact with a person with a confirmed Covid-19 infection.

If you feel unwell with a continuous cough, fever, shortness of breath, flu-like symptoms, or loss of smell or taste, please stay at home and self-isolate from the rest of your household for a minimum of 7 days. Your household will need to stay at home for 14 days. If you feel you are becoming more unwell contact 111 via <https://111.nhs.uk/covid-19/> or by calling 111.

For the latest Covid-19 advice please visit www.nhs.uk

Daily updates are added to:

1. <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>
2. <https://www.nhs.uk/conditions/coronavirus-covid-19/>
3. [Common questions](#)

Please do not ask the GP for a sick note if you are unwell or self-isolating. You can self-certify for 7 days, or if you require longer time please access <https://111.nhs.uk/isolation-note>

We have had a significant increase in requests for prescriptions over the past two weeks. Please **DO NOT OVER-REQUEST** your medications.

In order to enable us to manage your repeat prescriptions efficiently please nominate a pharmacy for electronic prescribing. Please register for online access via the NHS app, which will enable you to request your repeat medications online.

If you don't have online access and in order to avoid unnecessary visits to the surgery, you can now request your medications through your usual pharmacist.

Patients with confirmed diagnosis of COPD should have a rescue pack of steroid tablets and an antibiotic at home. Only to be used if **NO FEVER**. If a patient develops fever he/she should contact GP or community teams for advice.

We are still currently doing urgent blood tests and some of our nurse's and healthcare assistant's appointments are face to face such as baby immunisations, wound care and essential injections. However, this may change in the coming weeks.

Some of the patients have already received notifications that their previous non-urgent hospital referrals, appointments and operations have been cancelled. This has been done in order to increase hospitals' capacity to deal with seriously unwell Covid-19 patients.

Urgent and cancer referrals are being processed as normal. The latter under the "two week wait".

A new Covid hub is to open shortly at Mount Vernon Hospital site, which means that potential COVID-19 patients will be sent there for assessment if needed. Please be aware that you may be directed there for a further assessment after speaking to 111 or a GP.

The surgery's clinical staff are able to work remotely if needed and may also be seconded to help in the COVID HUB and visiting service. Our trainee Foundation 2 doctor has already been repatriated to a local hospital.

A few members of our staff have been self-isolating so please bear with us when you contact the surgery for help.

Sadly a few of our patients have passed away and we would like to express our deepest sympathies to their families. If you need any help please contact the surgery or click on the link <https://archive.hillingdon.gov.uk/bereavement>, <https://www.eastburysurgery.nhs.uk/info.aspx?p=1&pr=E86028>

We would like to thank Merchant Taylor's School's D.T Department led by Mr Duffey for producing and donating PPE visors to our surgery's staff to help us keep safe. It is touching to see how local enterprise can make a real difference to NHS staff in local hospitals, nursing homes and GP surgeries.

We would like to inform you that Eastbury Surgery remains open during Good Friday and Easter Monday.

We wish you all Happy Spring Holidays!

Please Stay at Home, Save Lives: Help Stop Coronavirus
"No matter how long the winter, spring is sure to follow"