

Patient Newsletter

Spring 2020 – EDITION 20



Hugglescote Surgery

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Summary

Hugglescote Surgery understands that this is a very difficult time for everyone, which presents many challenges. We are doing our best to keep you informed with the most up to date information via our newsletter, website and Facebook page.

It is important to remember that despite everything that is going on, healthcare services are available and we urge you to access health services including GPs, NHS 111 or emergency departments if you require emergency care.

Team News

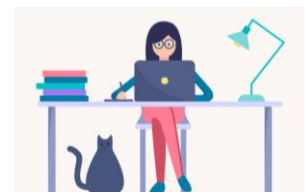
We will soon be saying goodbye to our Advanced Nurse Practitioner, Jenny. We have two new members who have joined the reception team, Michele who has already joined and Marie who will be joining the team soon!



New ways of working

In order to adapt to the COVID-19 pandemic, we are changing the ways we are working, in order to minimise risk to both staff and patients. We have made changes to our appointment system, whereby all patients are allocated a telephone consultation with a clinician, who will assess you and take appropriate action as required.

Furthermore, where possible, staff are working remotely to limit risk by minimising the number of staff entering the building.



Limited access to the surgery

As part of our new way of working, the front entrance of the surgery is currently closed; those with pre-booked appointments will register at the front external window of reception, where you will be given further instructions.

If you visit the surgery, please ensure that you are adhering to the 2 metre social distancing guidance from the Government.

Our Registrars are still working

Our 3 registrars: Dr Farid, Dr Pike and Dr Patel are still working to provide telephone consultations, alongside our other General Practitioners. Given the circumstances, it is not yet confirmed when the Registrars' placements will end; therefore they will be remaining with us for an extended period of time.

Ensuring personal details are accurate

In these challenging times, communication is even more important than ever. Therefore, it is essential that your personal details are accurate and up to date, most importantly your home telephone and mobile numbers, as this will be our main method of making contact with you.

If you need to amend any of your personal details, then please contact the Reception by phone to notify them of any changes.



COVID-19 Care Plan

What is a COVID-19 Advance Care Plan? The COVID-19 Advanced Care Plan is a page of information developed by you, with your family or friends (or somebody else if you need help). It outlines the decisions you have made about your treatment and the support you need if you develop severe COVID-19 symptoms and need to contact emergency services or be admitted to hospital. In these circumstances you are likely to be separated from people who usually support you or speak on your behalf, or COVID-19 may make you too breathless to speak. This plan is a way to capture and share, in an urgent situation, the advance decisions you have made around the care and treatment you would like.



Further information on the COVID-19 Care Plan can be found on following the link below:

<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/04/Advanced-care-planning-guidance-and-template-050420.pdf>

Should you choose to complete a COVID-19 Care Plan then please email a copy to the practice so we can update your medical record hugglescote.surgery@nhs.net

Enhanced Summary Care Record

Consenting to an 'Enhanced Summary Care Record' (ESCR) means you can receive better, quicker care if you need to access healthcare away from your usual GP surgery, such as in an emergency, on holiday, when their normal surgery is closed, at hospital clinics or when visiting a pharmacy.

If you would like to consent to this, please contact our Reception team by phone.

Mental health

We understand that these are challenging times for everyone, whilst it is important to look after your physical health, it is also important to look after your mental health.



You may feel bored, frustrated or lonely. You may also be low, worried or anxious, or concerned about your finances, your health or those close to you. It's important to remember that it is OK to feel this way and that everyone reacts differently.

Remember, this situation is temporary and, for most of us, these feelings will pass. Staying at home may be difficult, but you are helping to protect yourself and others by doing it.



The following NHS Every Mind Matters website provides tips and advice about things you can do now to help you keep on top of your mental wellbeing and cope with how you may feel while staying at home. Make sure you get further support if you feel you need it; links for urgent support can also be found on the website below.

NHS Every Mind Matters: <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>

Facebook



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