



## Merstow Green Medical Practice

### Newsletter

Firstly we would like to take this opportunity to thank all of our patients for their support in this time of crisis, we are aware that the disruption to services has been unprecedented.

#### ***What have we been doing to support patients during this Covid 19 Pandemic?***

All GP surgeries in the Vale Primary Care Network (PCN) are in constant communication to ensure we all work to support patients and staff teams in this locality.

At Merstow Green we have introduced the following:

- Preparedness planning, risk assessing the premises, staff and clinicians. Ensuring our teams are safe, prepared and following government guidelines. To ensure the best service and support for patients over this prolonged period.
- Improved IT providing clinicians with the technology to offer video consultations and or telephone consultations to patients
- Video consultation has been particularly useful for patients residing in Nursing or Care Homes where patients and carers have been able to access timely consults without the need for visiting, again to protect the residents.
- Where onsite examination is medically necessary patients can be assured that all attendees have been medically triaged by the clinician as non-symptomatic.
- We have installed an intercom system, to ensure that patients entering the building are appropriately signposted and symptom free prior to entering. We had been contacting our patients via telephone on the morning of their appointment to ensure they only attend the surgery if free from Covid 19 symptoms and we continue to do this.
- Again we reiterate that all patients should telephone the surgery to arrange an appointment with the clinician. No appointments will be arranged from the waiting area.
- The PCN has formed an Assessment Centre, for patients requiring medical assessment away from non-symptomatic patients.
- We have planned for sharing of administrative, clinical and dispensing staff should the need arise.



- We have worked with our social prescribers, voluntary organisations and Health and Social Care colleagues and SW Healthcare Federation, to ensure the most vulnerable patients are supported. Extremely vulnerable patients are being contacted in phases lead by NHS digital reporting. Please be aware if you have not been contacted this is a phased project and further patient cohorts will be identified over time. If you have any concerns contact us.
- We have commenced a medication delivery service with our friends at Worcester Produce and Zeus logistics to support those patients that are vulnerable or self-isolating who require their dispensed medication to be delivered. This service has been extended to any dispensing patient, however if you wish to collect your medication the dispensary is now able to accommodate collection between 8.00 – 18.00, we had offered restricted access whilst implementing measures to protect both patients and staff which have now been achieved, we apologise for any inconvenience the restricted access caused. If you are a non-dispensing patient please liaise with your pharmacist regarding delivery.
- If you are a key worker and require additional support or have difficulty collecting your medication please speak with the practice team and we will aim to accommodate you.
- We have streamlined our administrative procedures to support patient self-isolation, an example being fit notes, are now able to be emailed directly to the employee or employer if consent is given.
- We have introduced an online consult advisory toolkit accessible through our website <https://www.merstowgreenmedicalpractice.co.uk/> , alternatively click on the link below: <https://www.online-consult.co.uk/org/merstow-green-medical-practice>

We are incredibly proud of the work our practice teams have achieved since the onset of Covid 19 and we thank you for the support you have shown them.

**We are offering our normal opening hours over Easter break:**

**Friday 10<sup>th</sup> April, 2020**

**Monday 13<sup>th</sup> April, 2020**

April 2020