



# DOWNLAND PRACTICE

## **Patient Info Sheet Issue No: 009 (September 2020)**

Welcome to the Downland Practice patient info sheet. This edition will concentrate on the following issues:

1. Coronavirus (COVID-19) Update
2. Practice Staff Update
3. Downland Pharmacy Update
4. Electronic Prescription Service (EPS)
5. GP Appointments
6. Flu Clinics 2020
7. Flu 50 – 64 years of age – 2020

### **Coronavirus (COVID-19) Update**

The current COVID situation is still very unpredictable, the surgery is constantly monitoring this issue and will adjust the service according to the severity of the COVID-19 spread of infection. The current situation is being managed as best as we can, all patients must wear a face mask when attending the surgery (unless they are exempt). Updates on the Downland Practice can be found at the practice website news section [www.downlandpractice.nhs.uk](http://www.downlandpractice.nhs.uk).

### **Practice Staff**

Dr Christine Davies and Dr Bernadette Clarke left the surgery at of August 2020, both Dr Davies and Dr Clarke have been with the Downland Practice for several years and will be greatly missed. Dr Daveeta Dhesi who started at the beginning of August is fitting in well with the patient's and the Downland team. We are looking forward also to Dr Louise Reed who starts at the surgery on the 14 September 2020. Hazel McLeod from the admin team is retiring at the end of October 2020, Hazel has been at the practice for a number of years. Finally one of the practice nurses Beccy Crisp is retiring at the end of September 2020, Beccy has been a key member of the Downland team for the last 10 years and will be missed from the nursing team.

### **Downland Pharmacy Update**

The Downland Pharmacy requires to have some infrastructure work carried out. This is currently planned to take place after Easter in 2021 and will involve the Pharmacy moving in to a purpose build facility (Container) in the carpark. Many patients will remember that this also occurred in the summer of 2018, once we have a firm plan for this project the team at the Pharmacy will advertise the process for patients to collect their medications whilst the work and maintenance is being carried out on the Pharmacy.



## **Electronic Prescription Service (EPS)**

The software to allow EPS to operate at a Dispensing Practice is not yet nationally available. Once the software is available to allow EPS to operate at a Dispensing Practice we will inform patients via this patient info sheet and the practice website.

## **GP Appointments**

Please ring the surgery before 12.30 if you require a telephone consultation with a GP on the day. Calls received from patients in the afternoon may have a GP telephone call booked for the next working day. The way that appointments are requested is changing, we now ask that patients go to our website and submit requests via the ask the GP a question. These requests are then processed by the reception team and actioned as required. As this system develops then there will be less reception staff answering the telephones as some reception staff will be dealing with the patients who have submitted their request on line. The Downland Practice will be having their computer system updated in the next few months, this will allow for patients to use the practice website for submitting requests for GP appointments to run smoother. Once the new system is about to go live the surgery will issue a patient update to inform patient how best to use this system. Patients registered at the Downland Practice are offered face to face appointments when this is appropriate for their care.

## **Flu Clinics 2020**

The Flu season has started and so far has went very well, the flu clinics have been booked up quickly and the first flu clinic seemed to go with little trouble. We did have a problem with the phone system initially, the process of pressing the number to book a flu appointment allowed patients ringing in for appointments to be answered first. The facility has now been taken off the phone system and patients ringing in to book their flu appointment will be dealt with alongside the other patients ringing the surgery. Please use the following link [www.downlandpractice.nhs.uk](http://www.downlandpractice.nhs.uk) to see further updates for 2020 Flu clinics.

## **Flu 50 – 64 years of age – 2020**

Please note that, if you are aged between 50 and 64 and not in a clinical at risk group, the earliest you will be offered a flu vaccination is November, providing there is sufficient vaccine, this is not a Downland Practice decision but a NHS decision. No appointments will be offered for people in this age group until confirmation of flu availability is known.