



DOWNLAND PRACTICE

Patient Info Sheet Issue No: 014 (Jul 2021)

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

1. Coronavirus (COVID-19) Update
2. COVID-19 Vaccinations
3. COVID-19 Vaccination Booster Clinics
4. Flu Clinics - 2021
5. Duty Doctor
6. GP Routine Appointments
7. Downland Volunteer Group (DVG)
8. Pharmacy Disruption June/July 2021

Coronavirus (COVID-19) Update

With the change on the 19 July 2021 with respect to social distancing and the wearing of face masks, patient's that are booked into appointments at the Downland Practice will still be required to wear a face mask and observe social distancing. We need to keep the patients and staff as safe as possible. The current situation will be updated on the Downland Practice at the practice website news section www.downlandpractice.nhs.uk.

COVID-19 Vaccinations

We have had a few cases of patients who have had Covid-19 vaccination undertaken outside of the West Berkshire area, some of these cases have resulted in data not being displayed on the NHS app. Initially we were informed of a helpline that patients can ring to resolve these issues, it was not made clear at the time that this help line was for GP practices to use on behalf of patients. If there are patients who have problems viewing their covid-19 data on the NHS app please email details to pm.downland@nhs.net.

COVID-19 Vaccination Booster Clinics

We do not have dates yet for the booster vaccinations, once we have information we will update the practice website news section www.downlandpractice.nhs.uk.

Flu Clinics – 2021

Flu clinics will start in Sep 21, patients will be able to book their flu vaccine from the end of August 2021. The Practice will concentrate on offering appointments to the over 65's, and patients who have medical conditions who are eligible for the Flu. Patients who are in the 50-64 year old group will be invited for a Flu vaccine in October 2021.



Duty Doctor

From the end of April 2021 the Duty Doctor system changed from telephone calls to face to face appointments. Patients who need to be seen on the day by a GP are given an appointment to attend the surgery. Patients may have a wait whilst the Duty Doctor deals with patients who have an urgent clinical need. Patients are advised to ring in before 12.00 if they wish to see a GP on the day. Patients who are offered a Duty Doctor Appointment but refuse the appointment will have this recorded in their medical records. This system is working well and is preventing GP's from having to use two appointments (telephone call, then a face to face) with the same patient for on the day needs.

GP Routine Appointments

From June 2021 all GP routine appointments will be offered as face to face appointments. Patients will be sitting in socially distanced waiting area and when the waiting area is full patients will need to wait outside till there is space available. The check in screens are now back in operation, please use the hand cleanser after booking in for your appointment.

Downland Volunteer Group (DVG)

The DVG operates from the Compton site from 09.30-11.30 Mon – Fri and provides transport for patients who have no other means of travel. In 2019 close to 1,000 journeys were undertaken by the DVG, they are now open for business but we need your help. We are short of drivers across the area, if there is anybody out there who can help to take patients to their appointments this will be appreciated. There is a reimbursement scheme for fuel in place. We also **urgently** need some admin staff to cover the phone at the DVG office in Compton, if you would like to help out please either ring 01635 578394 or email pm.downland@nhs.net

Pharmacy Disruption June/July 2021

The Pharmacy has been undergoing some planned infrastructure work in June/July 2021. This involved the Pharmacy moving into a temporary accommodation that was situated in the surgery car park. This period has been fairly smooth in terms of service from the Pharmacy, the staff have worked really hard to keep up to date with patient's repeat medication requests. During this time the pharmacy telephone has been off of the practice phone system and the reception staff have been unable to put calls through to the pharmacy. Normal service at the pharmacy resumes on the 19 July 2021.

From 19 July 2021, patients who want to contact the pharmacy need to phone the surgery and select the option for the pharmacy. There is no direct phone line available for patients to phone the Compton site, patients who wish to contact the Compton site need to ring **01635 248251** and select the pharmacy option.