



Nevels Road Surgery

Patients Newsletter

April 2020

Special edition – coronavirus Covid-19

Surgery closed

Like all GP surgeries across the UK, we have been asked to close our doors to patients to avoid spreading Covid-19.

So all attendance at the surgery has been temporarily stopped. This includes all routine appointments including diabetic and asthma clinics.

Where necessary the surgery has contacted patients – but only if they have the right contact details.

Does the surgery have your latest information – mobile, email, landline? If you are not sure, send your contact details to:

<https://www.nevelsroadsurgery.co.uk/navigation/change-of-personal-details/>

Patients with ongoing treatment who have already made a forward appointment are being given a phone consultation to ensure continued care.

The surgery's clinical pharmacist is also able to contact patients for medical reviews via a telephone consultation.

Covid-19 symptoms

Symptoms known so far are: a dry cough, fever, loss of taste or smell. If you have any of these, please self-isolate.

If you do not feel better after a few days, or if you need medical care **PLEASE DO**

NOT PHONE THE SURGERY but visit 111.nhs.uk or phone 111. For any other health problem we are still here to support and care for you. Please phone the surgery and a receptionist will take details of your problem. A clinician will phone you back.

Treatment Hubs

There are now two hubs called a warm hub and C-CAS (Covid - Clinical Assessment Service). They are shared by all the Letchworth surgeries.

Any patient who needs an examination will be booked by the surgery clinician into either:

Warm hub

This Hub offers appointments with nurses and doctors (face to face). It is in the Health Centre next door to the surgery.

Patients who have been invited by the GP or nurse that they need a physical examination will be asked to attend. The process to gain entry to the Health centre will be explained to the patient.

C-CAS

This is the clinical assessment service and is for patients who have possible Covid-19 symptoms and other urgent conditions. It is at The Earnest Gardiner Centre.

Appointments will also be linked to the 111 service and other Letchworth area Surgeries. The process for using both

hubs is in line with the national and local NHS guidance and is therefore subject to change.

Covid-19 testing

The surgery cannot test or treat you for the virus. Please go online and visit 111.nhs.uk or ring 111.

Online access

You can send a question to the surgery via the website. At the top of the home page at www.nevellsroadsurgery.co.uk, click on the heading 'Online Requests' and scroll down.

Also, there is a new eConsult area on the website at nevellsroadsurgery.webgp.com.

Staying safe during the pandemic

The Government is regularly updating its advice about how to stay safe.

For some time this will be about staying away from other people to slow the spread of disease.

For the latest information visit: www.gov.uk/coronavirus.

If you need help such as collecting shopping or just a chat, there is a local support group on 01462 530360; or support@letchworth.com.

How to protect yourself from coronavirus

The advice for most people is:

You should only leave the house for very limited purposes:

- shopping for basic necessities, for example food and medicine, which must be as infrequent as possible
- one form of exercise a day, for example a run, walk, or cycle – alone or with members of your household

- any medical need, including to donate blood, avoid or escape risk of injury or harm, or to provide care or to help a vulnerable person
- travelling for work purposes, but only where you cannot work from home

Advice for those at greatest risk

- If you have had an organ transplant or
- are having certain types of cancer treatment or
- have blood or bone marrow cancer, such as leukaemia or
- have a severe lung condition, such as cystic fibrosis or severe asthma or
- have a condition or are taking medicine that makes you more open to infection
- or you are pregnant and have a serious heart condition

If any of the above apply to you:

- stay at home at all times
- stay at least 2 metres away from other people in your home when possible
- get food and medicine delivered and left outside your door by friends and family or register to get coronavirus support on GOV.UK if you need it
- prepare a hospital bag, including a list of the medicines you're taking – in case you need to go into hospital
- wash your hands with soap and water often – do this for at least 20 seconds
- ask all visitors to wash their hands with soap & water for 20 seconds
- use hand sanitiser gel if soap and water are not available
- clean things you touch often (like door handles, kettles and phones) with your usual cleaning products
- clean a shared bathroom each time you use it, by wiping the surfaces
- do not have visitors unless they are providing essential care
- do not stop taking any prescription medicines without speaking to your doctor first.