

BALSALL COMMON AND MERIDEN GROUP PRACTICE

JUNE 2020 NEWSLETTER

COVID 19 – UPDATE

On behalf of all the Doctors and Staff here at Balsall Common and Meriden Group Practice this newsletter provides an update and information in the current situation.

We are all still here at the Surgery and we are following the national guidance about the majority of our consultations being on the telephone or on video call.

Please don't feel you cannot contact us as we are here to help you just as we always are, this is even more important during this challenging time and we would like to reassure you that you can speak to our Doctors or any of our Nurses if needed.

There are also many NHS and Government online sites which can provide reliable advice during the lockdown.

Due to the current Coronavirus (COVID-19) situation, the way you access your GP practice has changed.

You must now telephone your GP practice. DO NOT attend in person.

Your GP practice will then arrange the best care for you depending on your need.

This will likely be a phone call or video call.

During the pandemic we are also working across different sites with Arden Medical Centre - Knowle, Hampton Surgery and Dorridge Surgery. This will mean that if you need to see a doctor or seek advice your medical record will be made available for that Clinician to see. This will only happen for patients who are seeking current clinical assessment or advice, thank you for your understanding.

Alternatively call the NHS 111 service or visit their website for more information.

Statement of fitness to work notes – These can be emailed or posted to patients on request.

LOCAL HELP

Balsall Common and Berkswell Community Help Volunteers are ready to -

- Collect and drop off shopping, collect and drop off medicine, be available for a chat and perform other tasks within reason.

If you or your family need help during isolation at home and they will arrange to get someone to you.

07515 570 887 bccommunityhelp@gmail.com

If you can help as a volunteer please also contact them.

MERIDEN PATIENTS SELF ISOLATING

Please contact - The Community Emergency Action Team on: 07483371204

The phone line will be operating 8am to 8pm.

This does not replace the usual emergency services number - Please call 101/999 in these circumstances.

They can link you with a volunteer from the community who can, pick up prescriptions, basic shopping, post mail or provide a friendly phone call

EXTENDED ACCESS WEEKEND APPOINTMENTS AVAILABLE AT BALSALL COMMON SURGERY HUB

GP appointments are now available at Balsall Common Surgery Hub for patients at Balsall Common and Meriden Surgeries.

Appointments for this service can be made through our GP surgery reception.

Extended hours:

Saturday and Sunday: 8-11am

BLOOD TEST APPOINTMENTS

Keeping our vulnerable / shielded / at risk patients safe.

We are offering all our Shielded Patients who require a Blood Test, an appointment at Hampton Surgery, Hampton Surgery has been selected as the local Shielding Surgery site. These appointments will be scheduled through Balsall Common and Meriden surgeries.

Hampton Surgery, Hampton in Arden, Marsh Lane, B92 0AH

CHILDHOOD IMMUNISATIONS

Childhood Immunisations are continuing to be recommended for children, these are currently taking place at Meriden Surgery.

All appointments can be scheduled with any of our receptionists.

PRACTICE NEWS

On Thursday 14.05.2020 Dr Susan Barratt celebrated her last working day with us.

Dr Barratt will be greatly missed by all staff and we wish her all the very best for her retirement!

It is with Great sadness to announce the passing of Dr Anne Vallet.

Dr Vallet was a Partner here at the Practice for many years and will be sadly missed by all who knew her.

NEW PRACTICE TEAM MEMBERS

We are pleased to announce that Dr Dickson will be joining the Practice on the 1st June.

Dr Dickson will be working all day Wednesday's at Balsall Common surgery and Thursday Mornings at Meriden surgery.

PRESCRIPTION REQUESTS

We are actively encouraging Patients to send their Prescription requests to us via email to reduce the amount of paper entering the Practice.

Please send your prescription requests to bcm.prescriptionrequest@nhs.net

For Patients who are unable to send their requests through as an email, the Prescription Box at Balsall Common surgery has been placed in the Main Entrance.

Meriden surgery paper requests can be posted through the letter box on the Main Door.

RESULTS AVAILABLE

Results will continue to be available from 11am at both the Balsall Common and Meriden Surgeries.

MEDICATION REVIEW DATES

Patients are often not aware of the date their repeat medication review is due.

This can be found on the right hand side of their prescription or on the counterfoil that is included with their medication when they collect this from the pharmacy. The date is detailed at the end of each medication shown on the counterfoil.

It is important that patients check their counterfoils when collecting their medication as messages can often be left on these counterfoils from their doctor or reminders that medication reviews are overdue.

Medication reviews are currently being completed in a Telephone consultation.

Please contact reception who would be happy to schedule this for you.

CLINICAL QUESTIONS OR ENQUIRIES VIA EMAIL

We are unable to respond to clinical questions / enquiries via email.

Please continue to make a telephone consultation with a doctor to discuss your question / enquiry.

SICK NOTE REQUESTS

If you require a sick note please make a telephone consultation appointment with your usual doctor to discuss this. If you have recently attended hospital (which is the reason for the sick note to be issued) the hospital should give you a sick note for the expected duration you will be away from work following the procedure, on this occasion you should contact the hospital for your sick note. Covid 19 Isolation Requests can be submitted online using the Nhs 111 website.

DOMESTIC ABUSE

If you or someone you know is at risk of domestic abuse, help and advice is available at: <https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse>

If you are in immediate danger, or suspect someone else is, call 999

If you are unable to talk, call 999, listen to the operator and then either press 55 on a mobile, when prompted, or wait on a landline to be connected to the police, who will be able to help.

If you're worried you, or someone you know, may be experiencing domestic abuse:

The Freephone 24-hour National Domestic Abuse Helpline run by Refuge offers support for women: **0808 2000 247**

The free Respect Men's Advice Line offers support for men: **0808 801 0327**

Galop's free National LGBTQ+ Domestic Abuse Helpline offers support for LGBTQ+ people: **0800 999 5428**

The free Respect Phone line offers support for men and women who are harming their partners and families: **0808 802 4040**

The free NSPCC helpline offers support for anyone worried about a child: **0808 800 5000**

TEXT MESSAGING - MOBILE NUMBERS

We have temporarily suspended our text message reminder service.

BOOKING APPOINTMENTS ONLINE

We have temporarily suspended our online appointment booking.

SECRETARY ANSWERPHONE

Prescription and Sick Note enquiries or requests should not be left of the secretary's answerphone. Any requests left on the secretary's answerphone will NOT be actioned. This is also detailed on the secretary's answerphone message.

NEWSLETTER DISTRIBUTION

If you would like to be added to the distribution list please contact Joanne Hope, Practice Manager in writing or by email to joanne.hope@nhs.net.

We will then automatically send you the new newsletter by email, or by post if you do not have an email facility.

PRACTICE WEBSITE

Please visit our website at www.balsallcommongrouppractice.co.uk for more information regarding the Balsall Common and Meriden Group Practice