

Welcome to our practice newsletter. We hope you find the information useful and would welcome any suggestions for topics to be included in future issues

## Most Recent News

- The practice will be open on 8th May Bank Holiday between 8am-4pm
- Covid Clinical Assessment Hub is now operational as of Tuesday 14th March at Goyt Valley Medical Practice Branch Surgery in Chapel. This is a joint effort of North Peak PCN practices and is operating on a rota based system. Patients suspected of Covid or self-isolating, requiring a clinical assessment can be booked in by clinicians onto the Covid-19 assessment list.
- Hospital Out-patient Clinics have mainly been suspended during the Covid-19 situation and new appointments will be sent out when restrictions allow. New hospital referrals are still being sent into the hospital by the practice but obviously there will be a delay in appointments being sent out. GP's can, in certain circumstances contact the hospital consultants for advice and guidance to help with patient care whilst awaiting appointments.
- We are in the process of contacting all shielding patients as per the NHS England's guidance
- Our surgery Facebook information page has been launched to keep you updated
- 3VH clinics are held either via telephone or video consultations in dermatology, ENT, rheumatology, and gynaecology. Ophthalmology and ultrasound service will re-start as soon as possible.
- SVMC Vasectomy clinic, implant and coil procedures will restart as soon as restrictions are lifted
- If you require a self-isolation note, please visit [www.gov.uk](http://www.gov.uk) website. We are unable to provide you with a sick note/ fit note due to self-isolation.
- We are proud to announce that the practice is supporting a study called PRINCIPLE to find treatments for COVID-19.

**FINALLY, we would like to thank you all our patients for being understanding and compliant with the new guidance on visiting and contacting the surgery.**

**A massive thank you to our local community and businesses, such as Swizzles and Chapel Primary School for supporting the practice in providing the practice with much needed PPE.**

### Staffing News:

Sandra Oldale, Assistant Manager, will be taking her well-deserved retirement at the end of May. We wish Sandra all the best in the future.

Dr Sarah Whittaker is returning to the practice following her maternity on 20th July 2020. We look forward to welcoming her back.

Sadly we will be saying farewell to Dr Wilson, whose last working day with us will be on 18th July 2020.

We are pleased to confirm that Dr Keogh has accepted an 8 sessions salaried GP position at the practice.

Maggie Choras, our Practice Manager will be moving onto pastures new at the end of the summer. We are in the process of recruiting her replacement.

#### Your views are important to us

**We are working very hard to ensure that we provide best quality clinical care to our patients.**

If you are satisfied with the service we offer and the care you receive from us; or are able to share a positive experience or a story, please could you do so on nhs choices website by following the below link:

<https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=42194>

#### REPEAT PRESCRIPTIONS

A reminder that 72 working hours notice is required when ordering repeat prescriptions. This does not include weekend days or bank holidays.

## Important changes to our appointment booking system

As of **March 2020** due to Covid-19 and NHS England's guidance, we have restricted access to the surgery.

This is to protect our patients and our staff.

Urgent telephone appointments are available every day from 8:00am. If you require an urgent telephone appointment please call the Practice on 01663 743483 and you will be put on a telephone triage list.

A clinician will ring you and assess your condition either via a telephone or a video consultation.

#### Practice Nurse Appointments:

- Practice Nurses are working and are available at the practice to provide urgent and essential services on an individual basis as required.
- Patients are being seen at the practice by appointment for blood tests requested by the GPs or consultants and for urgent dressings, etc
- Dr Douglas and Vicky Ashenden are conducting diabetic reviews over the telephone for those patients whose blood sugars are unstable.
- The Text messaging service will be used for the patient requesting regular information such as a B12, contraception injections and a member of the clinician team will contact you directly.
- We are still running Baby immunisation, INR and Cervical Cytology Clinics
- We need your up to date mobile number and email address so we can send information to you
- If you feel you need to see a PN please ring surgery and this will be assessed on an individual basis.