



New River Health

www.newriverhealth.co.uk

Patient Participation Group [PPG]

www.napp.org.uk/ppgintro.html

Newsletter 3

May 2020 Coronavirus Update

Covid-19 support room: www.newriverhealth.co.uk/digitalpractice/covid-19-support-room

WE WANT TO REASSURE YOU THAT CASTLEGATE SURGERY IS OPEN

Please read this extra newsletter. It contains vital information about how the surgery is currently operating. Medical staff and charities nationally are worried that patients who could be seriously ill, are not contacting their GPs or going to hospital A&E departments, due to concerns about contracting coronavirus.

CORONAVIRUS & OTHER ILLNESSES: HOW THE SURGERY WILL HELP YOU

Hopefully you are all keeping well & continuing to follow Government advice. If you feel unwell:

You **MUST** act if you become suddenly **VERY** ill with new symptoms, e.g. acute chest pains, shortness of breath, acute pain anywhere.

Ring the surgery 01992 676454 or 999

DO NOT IGNORE THESE SYMPTOMS

The NHS is here for you.

Ring the surgery when:

- You are experiencing **unexplained new symptoms** (which are unrelated to coronavirus);
- you need **to seek advice about pre-existing conditions.**

When you call, this is what will happen:

1. Your call will be assessed [Triaged]
2. If needed, you will be offered a GP telephone and/or video consultation
3. If you are a patient who is shielding and possibly showing Covid-like symptoms you could be offered a video link with a GP for assessment

4. GPs are offering **safe** face-to-face consultations with urgent cases. Patients attending the surgery are asked to wear face masks & gloves [which are disposed of in a clinical waste container at the end of the consultation]. There is a strict one person per appointment policy, unless you are accompanying a child.

5. If the surgery is closed ring 111.

Some routine appointments are taking place e.g. post-natal; removing stitches; regular hormone checks. Check with the surgery.

If you have coronavirus symptoms e.g. a high temperature or a new continuous cough, you can also ring 111 or use their website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>

Keep up to date with how to protect yourselves and vulnerable members of society using the BBC and ITV news and the NHS website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

A big thank you to our GPs and medical staff who are working tirelessly to keep us healthy and safe during this pandemic.

Don't forget, the NHS is here for you.