



CORONA VIRUS (COVID19)

Corona virus is still affecting the UK and government advice has changed several times during the past 6 months. As the country comes out of lockdown it is important for people to take hand hygiene, social distancing and face covering measures to keep themselves and others safe.

   <p>I wear this to protect you. Please wear yours to protect me.</p> 	   <p>Keeping apart. Keeps us safe.</p> <p>Social distancing is still important for all of us.</p> 
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The practice has done the following to ensure that our patients have had access to our services and will continue to have access to them. We prioritise keeping our patients safe and only invite them into the practice when needed. Please use our online, telephone consultation and DoctorLink services to ensure that you have access to our services but keep the practice safe for vulnerable patients that need urgent help to access it safely.

We have introduced the following measures to keep patients safe and maintain our services:

- ALL APPOINTMENTS CAN BE BOOKED ONLINE
- REPEAT PRESCRIPTION CAN BE SUBMITTED ONLINE
- PRESCRIPTIONS ARE SENT ELECTRONICALLY TO NOMINATED PHARMACIES
- CONSULTATIONS ARE DONE OVER THE PHONE, VIDEO CONSULTATIONS CAN BE ARRANGED IF NEEDED
- WE HAVE REVIEWED OUR VULNERABLE LISTS AND ENSURED THAT THOSE MOST AT RISK HAVE THEIR MEDICATIONS.
- WE ENCOURAGE OUR VULNERABLE AND ELDERLY PATIENTS TO REVIEW THEIR CARE ARRANGEMENTS WITH THEIR CARERS AND UPDATE US
- VULNERABLE, POORLY CONTROLLED LONG TERM CONDITION, PREGNANT PATIENTS AND CHILDREN WILL BE INVITED IN FOR FACE/FACE REVIEW (ONLY BY INVITATION)
- ALL INVITED PATIENTS WILL BE REQUIRED TO SANITISE HANDS, WEAR FACE MASKS AND HAVE THEIR TEMPERATURES TAKEN WHEN VISITING THE SURGERY.
- PATIENTS CAN USE DOCTORLINK TO AUTOMATICALLY TRIAGE AND BE SIGNPOSTED TO THE MOST APPROPRIATE SERVICE
- WE ENCOURAGE PATIENTS TO PROVIDE MOBILE PHONE DETAILS, USE OUR ONLINE SERVICES AND TRY TO MAXIMISE THE REMOTE USE OF OUR SERVICES TO KEEP THEMSELVES AND OTHERS SAFE.

PLEASE USE OUR ONLINE AND REMOTE SERVICES TO STAY SAFE AND KEEP OTHERS SAFE



BOOK APPOINTMENTS AND SUBMIT PREPEAT PRESCRIPTIONS ONLINE

We have online access that allows our patients to manage their appointments and check their prescriptions online, 24 hours a day, 7 days a week.

Many of our patients are using this service to access our appointments and reduce reliance on the telephone.

DOCTORLINK – Intelligent appointments

We have introduced Doctorlink which allows our patients to go through triage online and be given the appropriate advice and signposting for a service. It can also book an appointment with a doctor or nurse at the practice.

Please give it a try from our main webpage: www.faccinihouse.com

Assessing your mood and getting support

These are very trying times and different people respond and cope with adversity in different ways. It is important to remember we are here to help you, but there are things that you can do to help yourself also.

- Take an assessment of your mood (<https://www.nhs.uk/conditions/stress-anxiety-depression/>)
- Keep in touch with friends, family and neighbours, even if it is using remote methods like zoom and skype
- Review your care network; who do you look after or who looks after you. If needed contact the council for a care assessment or Sutton Carer centre
- Contact Age UK if you are elderly and need support or companionship
- Try to keep calm and talk things through, you can use <https://www.suttonuplift.co.uk/>
- Start a hobby, learn a new skill or volunteer to keep yourself occupied (<https://www.gov.uk/government/get-involved/take-part/volunteer>)
- Talk to your employer when returning to work so you are both happy with arrangements made
- Work with schools and teachers to make sure all are happy with arrangements made.

Patient feedback and comments

We regularly review patient comments, suggestions, complaints and survey results and try to deliver services that meet the needs of all our patients.

You said ...	Our response....
Why are you promoting online access?	<ul style="list-style-type: none"> • All organisations are affected by COVID19 and there may be staff shortages due to isolation or infection. • We advise our patients to use our online services as we will aim to keep our clinical and prescription services open, but our reception services may be affected and this should not impact our patient's ability to access care.
“When can I pick up my prescription?”	<ul style="list-style-type: none"> • Using online prescriptions or getting your pharmacy to submit your prescription will still be processed within 48 hours. • You should nominate a pharmacy so that you can collect the medicine directly from the pharmacy rather than collect a prescription from the surgery.
“When can I get a face/face appointment?”	<ul style="list-style-type: none"> • COVID19 is a highly infection disease and we need to try to protect our patients and staff as much as possible. • However, we also need to invite some of the most vulnerable patients to the surgery and so we ask that most patients have remote consultations and do not visit the surgery unless invited. This keeps it safer for the more vulnerable to visit us.
“When will this be over?”	<ul style="list-style-type: none"> • Currently there is no cure for COVID19 and so we will be advising our patients to take as many precautions as they can to stay safe. • We will be continuing with the precautions until advised that COVID19 is not longer a significant threat. • Information can be found at World Health Organisation (https://covid19.who.int/) • UK Information can be found at https://www.gov.uk/coronavirus