



**The staff at Cam and Uley Family Practice
would like to say a huge**

THANK YOU

to

'Sew for Keyworkers'

who have provided staff with fabric face masks and uniform bags.

#staysafesavelives

Practice News

As you are aware Covid-19 has brought many changes for everyone, and as a practice we have had to adapt quickly to these rapidly changing situations. Consequently services we have been able to offer our patients may have changed and may continue to change at short notice dependent on the circumstances at the time.

One change we have implemented is offering all telephone consultations with GPs in the first instance. When you ring the surgery to make an appointment with a GP you will be given a date when the doctor will call you (we cannot give you an exact time; it will be morning or afternoon) and ask for a brief reason why you would like the appointment. This helps the doctor prioritise their phone calls, and if you have a query about a rash or mole etc we can send a link to your smartphone. When you reply to this link your photographs are added to your medical records for your GP to view. If after talking to you, and seeing any photographs, the doctor feels that you need to be assessed in person they will arrange for you to attend an appointment at the Cam surgery and book the appointment.

Our nurses have had to implement changes to the way they work as well. Chronic disease monitoring such as asthma and diabetic reviews are being carried out by telephone at the moment where possible.

For the safety and protection of our staff and patients we have implemented the following procedures for patients attending the surgery:

- **When you arrive at the surgery press the Intercom button.** (This is a silver/grey button to the left of the front door.) The receptionist will answer and ask for your name and who you are seeing then let your clinician know that you have arrived.
- Please then wait behind the yellow line to allow others to safely enter and exit the building.
- Your clinician will greet you at the door in their full Personal Protective Equipment (PPE).
- You will be asked to wash / sanitise your hands and wear a mask on entering the building. You may wear your own mask or we can provide you with one.

Continued on page 3

“The moments of happiness we enjoy take us by surprise. It is not that we seize them but that they seize us.”

Practice News

continued from page 2

Please note: the intercom is for patients with appointments only. It CANNOT be used for any enquiries. Please telephone the surgery for assistance with any queries or to book appointments as usual.

If you have developed a persistent, continuous cough or high temperature (above 37.8°C) in the last few days or any other unusual symptoms, DO NOT come to the surgery. You MUST self-isolate for 7 days and check the gov.uk website or NHS111 website for the latest Covid-19 advice. You may need to call NHS 111 for further advice if your symptoms worsen.

Our website is updated regularly so please check there for the latest information.

Baby news

Baby George Fletcher was born on the 26th March 2020 weighing in at 9lbs 2oz just two days into lockdown. He was born in a completely and eerily empty Gloucestershire Royal Hospital, delivered by midwives donning their PPE. He is the third (and final!) son of Dr Fletcher and his wife. Edward and Noah are enjoying their new role as “big brothers”. Both mum and baby are doing well.



During free moments at the practice, we took the opportunity for some light-hearted relief and filmed “pass the toilet roll”. (Keeping to social distancing rules.) This can be seen on the Dursley Matters page on Facebook.

“Just when the caterpillar thought the world was over it became a butterfly”



Flu Clinics

Specific flu vaccine clinics will run from the Cam surgery using a pre-arranged appointment. Eligible patients will be invited by letter to an appointment. On the day they will be met at the door and have their temperature checked. If safe and eligible they will be able to enter the building and be vaccinated. Patients are requested to dress to allow easy access to their arm to keep the time as short as possible.

This year invites will be by letter. It will take time to write to all patients so please be patient as we work our way through the list of eligible patients. If you cannot make the appointment you have been sent, do not want, had or will have a flu vaccination elsewhere, please ring reception to cancel your appointment.

We will endeavour to deliver your treatment as efficiently as possible; your co-operation during this time is appreciated.

Website

We have a new website. Please have a look and familiarise yourself with the information available on there.



Repeat Prescriptions

Please allow 4 working days from ordering your medication to collecting from your pharmacy. You can request your medication in 2 ways:

1. Ring the Prescription Ordering Line (POL) by ringing 0300 421 1215. They are open 9.00am to 5.00pm Monday to Friday (except Bank Holidays). Their telephones do get very busy on a Monday morning so it may be worth trying on another day or time.
2. Request via SystmOnline via our website. If you are not already registered please ring reception on 01453 540066 and ask to be registered for SystmOnline.

If your Repeat Dispensed medication (pathfinder) has run out, please ring the Prescription Ordering Line (POL) on 0300 421 1215 to request it be renewed.