

The Granta Gazette

Patient Newsletter

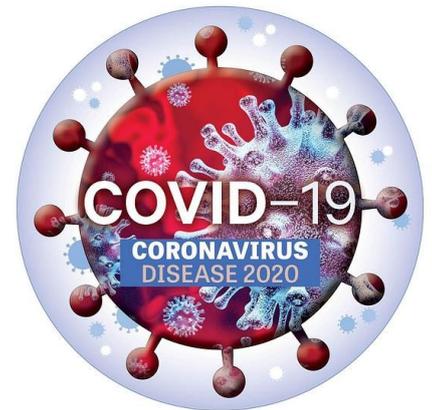
Firstly, we would like to thank you all for being so supportive and understanding at this unprecedented time.

Our promise to you all is that we will continue to be here throughout these hard times and deliver the best possible care we can.

Coronavirus (Covid-19) Update

At Granta Medical Practices we continue to work hard to keep our patients as safe as possible, along with our staff and our community.

Our dedicated Covid-19 emergency team continues to meet regularly to discuss how we can continue to provide the best possible care for our patients.



Appointments

To keep our patients and our staff safe we continue to work remotely, using video consultations, our enhanced telephone service (T. 0300 234 5555) and our non-urgent dedicated email address capccq.covid19.gmp@nhs.net

These services are available 8am to 6pm Monday to Friday. Additionally, we are still running our 8-to-8 service remotely, and you can have a telephone consultation with a clinician early morning, late evening, Saturdays, Sundays and bank holidays.

Essential care, such as **baby immunisations** and **mother and baby checks** are being carried out at selected sites. However, please be aware that we carry out temperature checks on patients before they are allowed to enter our buildings to minimise risk. Adults are also given masks to wear. We have a Frequently Asked Questions (FAQ's) sheet about these services on our website.

There is also further information about **Smears** on our website. If you cannot find the answer to your question please don't hesitate to contact us.

We are closely monitoring patients with **Long Term Medical Conditions** (LTMC's) and each patient is evaluated on a case by case basis. If you need to be seen please be assured that we will contact you.

Repeat prescriptions

The dispensing of repeat medications continues as usual, via our dedicated pharmacy hatches and doors. Remember, you can have your prescription sent to any pharmacy.

We continue to work hard to make sure that those who are housebound will continue to receive their medications.

Community spirit

As a community we can help each other – both by following the advice given and by helping look after those who may need help within our communities. If you are able to volunteer to help out in your immediate area, please email your details to

granta.socialnavigator@nhs.net

If you need help and support please don't hesitate to contact Kelly or Jo, our social navigators, on 01223 627745.

Up to date information

Where possible, please continue to refer regularly to the following websites which provide up to date information about the national situation and plans, and health advice:

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

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance#guidance-for-the-public>

We may also use SMS messaging to mobile phones to communicate any urgent messages we may have for you, so please let us know if you have changed your mobile number or have one that you haven't yet told us about.

Why staying at home is very important

For the vast majority of the population the Covid-19 virus causes a mild illness which can be safely managed at home with rest, paracetamol and fluids just like a normal flu-like illness. However, for a minority, including those with significant other medical problems and for the elderly, it can be more serious.

Currently the most effective action we can take is to stay at home. Reducing the day-to-day contact with other people will reduce the spread of the infection.

You should only leave your home for very limited purposes:

- shopping for basic necessities, for example food and medicine, which must be as infrequent as possible
- one form of exercise a day, for example a run, walk, or cycle – alone or with members of your household
- any medical need, including to donate blood, avoid or escape risk of injury or harm, or to provide care or to help a vulnerable person
- travelling for work purposes, but only where you cannot work from home.

Other ways to stop the infection spreading

There are things you can do to help reduce the risk of you and anyone you live with getting ill with coronavirus.

DO

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands as soon as you get home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards

DO NOT

- touch your eyes, nose or mouth if your hands are not clean.

Also it is important to remember social distancing, by:

- Reducing physical contact (avoid handshaking)
- Avoid crowded spaces
- Avoid non-essential use of public transport

If you're at very high risk from coronavirus (extremely vulnerable)

There are extra steps you're advised to take to protect yourself. These extra steps are called shielding.

This advice is for people who have received a letter from the NHS saying they're at very high risk. It is currently recommended you follow this advice until at least the end of June 2020.

DO

- stay at home at all times – do not leave your home to buy food, collect medicine or exercise
- stay at least 2 metres (3 steps) away from other people in your home as much as possible
- get food and medicine delivered and left outside your door – ask friends and family to help or [register to get coronavirus support on GOV.UK](#) if you need it
- prepare a hospital bag, including a list of the medicines you're taking, in case you need to go into hospital
- wash your hands with soap and water often – do this for at least 20 seconds
- make sure anyone who comes into your home washes their hands with soap and water for 20 seconds
- use hand sanitiser gel if soap and water are not available
- clean objects and surfaces you touch often (such as door handles, kettles and phones) using your regular cleaning products
- clean a shared bathroom each time you use it, for example by wiping the surfaces you have touched

DO NOT

- have visitors in your home, including friends and family, unless they're providing essential care
- stop taking any prescription medicines without speaking to your doctor

While everyone is being told to stay at home, it can be hard to know what to do if you're unwell. It is still important to get medical help if you need it.

Stroke, heart attack, blacking out, wounds that won't stop bleeding, severe allergic reaction, confused state, fits that are not stopping, broken bones, choking, overdose

GO TO A&E OR CALL 999

Suspected cancer, help with long term medical conditions, mental health
WE ARE STILL OPEN, CALL US FOR HELP ON 0300 234 5555

We are pleased to announce that we are participating in “PRINCIPLE”, a clinical trial working to identify effective treatments for Covid-19.

Help the fight against COVID-19



Has your clinician said you are likely to have a COVID-19 infection?

Or do you have these symptoms?



Continuous or persistent cough



High temperature

Are you aged 50 to 64 with any of these illnesses?



High blood pressure and/or heart disease



Diabetes *not* treated with insulin



Asthma or lung disease



Stroke or neurological problems



Weakened immune system due to serious illness or medication (e.g. chemotherapy).



Liver disease

Or aged 65 and above with or without other illnesses?

Then you could be eligible to join the PRINCIPLE trial and help the fight against COVID-19.

The PRINCIPLE trial aims to rapidly evaluate different treatments which could reduce the need for hospitalisation and improve symptoms in patients with COVID-19.

To find out more, please visit:

www.principletrial.org

Tel: 0800 138 0 880

email: principle@phc.ox.ac.uk



NUFFIELD DEPARTMENT OF
PRIMARY CARE
HEALTH SCIENCES

Primary Care
Clinical Trials Unit



UK Research
and Innovation

Pharmacy & Dispensary

Repeat prescription schedule

Order on or drop off day	You can pick up on
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday
Sunday	Thursday

Please note that this schedule does not apply during Bank Holiday times.

The easiest way to manage your repeat prescriptions is with **SystemOnline** access

Being registered for online services gives you control at your fingertips—you can book, amend and cancel appointments, request medication, and see your medical records, including test results.

To register for online access, simply ring 0300 234 5555 and one of our reception team will be happy to talk you through the process.

DID YOU KNOW ...

you can treat many minor illnesses such as colds and coughs, sore throats, and upset stomachs easily at home. Make sure you keep stocked up with health care essentials such as:

- ◆ Pain relief (paracetamol)
- ◆ Cough and sore throat remedies
- ◆ A first aid kit
- ◆ Upset stomach treatment
- ◆ Rehydration treatment
- ◆ Heartburn / indigestion treatment



Having these essentials at home will not only save you time and help you feel better more quickly, but will also help save the NHS much needed resources.

Your local pharmacist can also offer you advice and guidance on the best treatment for you – no appointment needed. Pharmacists are available on every high street and in supermarkets with many open evenings and weekends.



Granta Medical Practices
Patient Participation Group

Due to the current coronavirus situation, all Patient Participation Group (PPG) meetings have been postponed until further notice.

We will let you know when the meetings recommence.

Patient Feedback

We strive to offer the best possible treatment and care. We welcome comments and suggestions for improving our services. However, if you have a complaint or are unhappy about the service you have received from one of our team, please let us know. We operate a complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

Our Principles are:

- To get it right
- To be patient focussed
- To be open and accountable
- To act fairly and proportionately
- To put things right
- To seek continuous improvement

We also love receiving compliments! If you have been particularly happy with our services please do tell us. It's lovely to be able to feedback to staff about how well they are doing.

Inspected and rated

Outstanding 



Granta Medical Practices comprises of:-

Sawston Medical Centre

London Road
Sawston
Cambridge
CB22 3HU
Tel: 0300 234 5555 — option 2

Linton Health Centre

Coles Lane
Linton
Cambridge
CB21 4JS
Tel: 0300 234 5555 — option 3

Barley Surgery

High Street
Barley
Nr Royston
Hertfordshire
SG8 9JN
Tel: 0300 234 5555 — option 4

Market Hill Surgery

Market Hill
Royston
Hertfordshire
SG8 9JN
Tel: 0300 234 5555 — option 5

Shelford Health Centre

Ashen Green
Great Shelford
Cambridge
CB22 5FY
Tel: 0300 234 5555 — option 6

Find us on



www.grantamedicalpractices.co.uk