

# Grove Road Surgery PPG Newsletter

Volume 1 Issue 4

Spring 2020

## Editor's Comments (David Bell, PPG Chairman)

Welcome to the spring edition of our PPG Newsletter.

### Coronavirus (COVID-19)



**If you think that you may have COVID-19 symptoms please check <https://111.nhs.uk/> or call 111 for further advice. **DO NOT go to a GP surgery, pharmacy or hospital. Stay indoors and avoid close contact with other people.****

Advice is being updated daily as more is learned about the disease and additional measures are put in place by the Government. See the latest at <https://www.nhs.uk/conditions/coronavirus-covid-19/> or <https://111.nhs.uk>

In accordance with national instructions and to minimise footfall in the surgery, as from 18 March the **Surgery is open for booked appointments only!** All other enquiries will be dealt with over the telephone!

## Online Appointment Booking



Online appointment booking is suspended during the current crisis as all patients need to be triaged to determine if an appointment is necessary!

Patients given an appointment will need to ring the doorbell on arrival at the surgery and will have a temperature check before being admitted.

This will clearly add to the pressure on the telephone system, particularly at the start of each day. **Please think carefully before calling the surgery for anything else. Do you really need to make the call?** If you do need to telephone for something other than an appointment please leave it until later in the day. Above all be patient and do not blame staff for the inevitable delays in being able to get through and having your call answered – it is not their fault and they are doing their best in unprecedented circumstances.

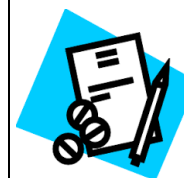
**The additional pressure on appointments makes it more important than ever that you**

**call in and cancel if, for any reason, you are unable to attend an appointment that you have been granted.**

**If you are classified as “extremely vulnerable” and need additional assistance please contact Eastbourne Borough Council**

<https://www.lewes-eastbourne.gov.uk/community/>  
Telephone 01323 410000

## Repeat Prescriptions & Laboratory Specimens



**If possible submit your repeat prescription request online.** Hard copy repeat prescription requests must be put through the post box until further notice. In all cases indicate your choice of pharmacy and prescriptions will be sent directly to them. Please allow 7 working days before going to collect the medicine from your nominated pharmacy.

**Specimens for laboratory checking must also be put through the post box. NB it is your responsibility to ensure that your name, date of birth,**

specimen type and date provided are clearly marked on the container. Failure to do so will mean that the specimen may not be examined and you will need to start again. Also ensure that the container is securely closed.

These measures will remain in place for the duration of the current crisis and may be tightened depending on how things progress.

### **Self-Isolation**



Evidence for COVID-19-related absence from work will be provided by NHS 111 (<https://111.nhs.uk/isolation-note>) and you should not phone the surgery for this. Alternatively there is a letter to employers you can download on the Grove Road Surgery website.

### **Beware of Scams**



As always there are unscrupulous people who will try to take advantage of the crisis to rip people off. See link below and BEWARE. Remember if something sounds too good to be true it probably is false.

[https://www.friendsagainstscams.org.uk/article/505/beware\\_of\\_covid\\_19\\_scams](https://www.friendsagainstscams.org.uk/article/505/beware_of_covid_19_scams)

## **Alternative to GP Consultation in Surgery**



Grove Road Surgery patients can see an NHS GP by video link via a smartphone or tablet – see [www.livi.co.uk](http://www.livi.co.uk). You'll see a GMC-registered GP in LIVI who can give medical advice and prescriptions for a wide range of symptoms. Prescriptions will be sent to a pharmacy near you. If your symptoms require a physical examination, the GP can refer you to other medical services or specialists.

### **Priority Services Registers**



If you are of pensionable age, suffer from certain medical conditions or disabilities or have children under 5 you can register with service providers to get additional support in case of problems with supply.

Electricity: <https://www.ukpowernetworks.co.uk/power-cut/priority-services-register> or telephone 0800 31 63 105 or 105 from a landline or a mobile.

Water: <https://southeastwater.co.uk/get-help/help-for-priority-customers> Telephone [0333 000 2468](tel:03330002468)

Gas: call **SGN Careline** on **0800 975 1818** or send an email to [customer@sgn.co.uk](mailto:customer@sgn.co.uk).

## **Stay Well**

Exercise helps the immune system so whilst self isolating please try to do some exercise either indoors or outdoors every day. If going outside your own property please do remember the social distancing rule – **Keep 2 metres away from others.** Remember to keep well hydrated when exercising. If new to exercise start off slowly and build up gradually.

Whilst at home try to find things to keep you occupied. Is there a cupboard that you have been meaning to clear out?

You could try activities like cooking, reading, online learning and watching films.

Stay in touch with family and friends by telephone or social media.

May be a good time to catch up with people you haven't communicated with for some time by letter, email or telephone.

### **Staff Matters**



**We are extremely appreciative of all staff for everything they are doing to keep services up and running during the current crisis. This has not been helped by the surgery suffering the effects of smoke resulting from the arson attack on the bookshop next door.**

**A big thank you to them all!**