



# KIRKBURTON HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER SPRING 2020

## NEW APPOINTMENTS

We welcome the appointments of registrars Dr Patel and Dr Sarfraz to our team.

## PRIDE IN PRACTICE ACCREDITATION

Our Practice is proud to have been awarded Pride in Practice accreditation. Pride in Practice is a quality assurance and social prescribing programme which includes training, accreditation and account management support for primary care services, including GP Practices and Pharmacies. Julie Lambe, Practice Manager, said: "The accreditation acknowledges our commitment to ensuring a fully inclusive patient centred service for our lesbian, gay, bisexual and trans ((LGBT) patients."

Pride in Practice is part of a pilot funded by the Government Equalities Office, coordinated by NHS Greater Huddersfield CCG and delivered by the LGBT Foundation Programme. The Programme is endorsed and informed by the Royal Pharmaceutical Society, Royal College of GPs, CQC and Government Equalities Office.

**COMING SOON ... Our E Consults online service. Keep checking our website [www.kirkburtonhealthcentre.nhs.uk](http://www.kirkburtonhealthcentre.nhs.uk)**

## PATIENTS WHO DID NOT ATTEND APPOINTMENTS – DECEMBER - FEBRUARY



<b>DECEMBER</b>	<b>73</b>	<b>4%</b>
<b>JANUARY</b>	<b>74</b>	<b>4%</b>
<b>FEBRUARY</b>	<b>97</b>	<b>6%</b>

GP appointment?  
Can't make it?  
Don't need it?

**CANCEL IT!**

## REPEAT PRESCRIPTIONS

Please make sure you have enough medication to last you over the Early May Bank Holiday (VE Day) (8th May) and Spring Bank Holiday (25th May). Thank you.

**OUR PPG MEETING (29 APRIL) AND COFFEE MORNING (7 MAY) HAVE BEEN SUSPENDED UNTIL FURTHER NOTICE**

## CORONAVIRUS (COVID-19) - UPDATE

### **NHS England has asked practices to take extra measures to protect patients and keep staff safe.**

In response to the guidelines, we have suspended routine face-to-face appointments.

Urgent appointments will be seen on the day, or a telephone appointment will be arranged. Please telephone the surgery (01484 602040). On arrival at the main entrance, please use the intercom to speak to our receptionist. You will be advised where to wait and what to do before your appointment to prevent the spread of coronavirus.

New Government guidance states that Med3 Certificates will not be required for people who are self-isolating due to coronavirus (either because they have symptoms, or they live with someone who has symptoms and cannot work). An isolation note can be obtained via the NHS 111 online website <http://111.nhs.uk/isolation-note/>.

If you have received a letter or text from the Government advising you to self-isolate, you should forward a copy to your employer as evidence. Please do not call the surgery for a letter or note. This will enable us to respond to those patients who are unwell.

Prescription requests can be ordered online. We encourage patients who do not have online access, to telephone the practice to set this up.

Alternatively, paper prescription requests should be left in the prescription box, located at the main entrance to the practice.

Please do not telephone the practice to order a prescription, as we are currently experiencing a very high volume of calls.

### **We apologise if it's taking you longer to get through to us on the phone and thank you for your patience and understanding at this difficult time.**

NHS England is in the process of directly contacting people who are at very high risk of severe illness from coronavirus including people with complex health problems, such as cancer and undergoing active chemotherapy or radiotherapy and people who have received an organ transplant.

We will continue to provide updates to patients through our text message services and keep our website updated with new information, including contact details of volunteers and support groups willing to help people in self-isolation.

### **If you have symptoms of coronavirus (a high temperature or a new continuous cough) use the NHS 111 online coronavirus service, or call 111. Please do not ring the surgery.**

For more information, please visit

<https://111.nhs.uk/covid-19> or <https://publichealthmatters.blog.gov.uk/2020/01/23/wuhan-novel-coronavirus-what-you-need-to-know>

### **Please stay safe, and continue to follow the Government's guidance to prevent the spread of coronavirus.**