

# UNDERWOOD SURGERY

NEWSLETTER 08 / 20

## Using the surgery after Covid

During this time of social distancing, the surgery is attempting to maintain an accessible service for patients by using telephone calls and online messages as the main means of communication. There are a number of reasons why we cannot offer face-to-face appointments to see a doctor.

- We have to minimise any chance of infection to other patients and risk to our staff caused by people coming into the surgery building.
- Many routine NHS services are closed or have extremely long waiting lists. A visit to your doctor may not be the most appropriate option at present.
- New technology including video consultations means that for most patients a face-to-face appointment is not needed.

## How to contact the surgery with a new problem.

If your new problem can wait up to 48 hours, please go to [www.underwoodsurgery.co.uk](http://www.underwoodsurgery.co.uk) and fill in an online form. This will help us prioritise your new query.

You can still phone the surgery to book a telephone appointment. If your problem is not urgent you may be asked to fill in an online form or you may have to wait 1-2 weeks for an appointment.

If your problem is urgent, you may be given a same-day appointment with the triage doctor.

## How to contact the surgery with an existing problem.

You will be offered a phone appointment but if it is not urgent you may have to wait 1-2 weeks to see your usual GP.

## Using our website



The home page of our website has icons you can click on which lead to different options:

### Reception and enquiries

Use this section if you:

- need a simple sick note.
- want to know about a test result.
- have an enquiry about a hospital referral.

There is also an option in this section which would normally allow you to make a direct face-to-face appointment using a 'SystmOnline' account. However at present we are only allowing direct face-to-face bookings at clinicians' request.

### Prescriptions and medicines centre

Use this section for simple prescription problems that are processed by our pharmacy team.

### eConsult Consult your GP Online

This the best option for most problems including more complex sick notes and prescription requests. The provider is different from the one who manages our website so some options are duplicated. It takes slightly longer to complete but the advantage is that it provides us with more detail. Please see over for more information.

### How we process online enquiries

During the working day a dedicated team keeps an eye on incoming requests from the website.

Requests in the morning may not be processed until the afternoon and requests in the afternoon may not be processed until the next day.

The on-call doctors will assess your request and might:

1. Phone you back immediately. If it is inconvenient for you they will send you a text so you can let us know when to phone back.
2. Text you to make an appointment with your usual GP in a week or with the on-call doctor the same day if your problem is urgent.
3. Text you and ask you to reply to the text with a photo.
4. Send a video link which will allow a video consultation
5. Send you a sick note via a text or email.

### eConsult Admin

This has similar administrative options to the main website but the questions are slightly more detailed.

- Discuss recent tests
- Sick note (fit note)
- GP letter

### eConsult Clinical Review

This section is particularly useful if you can measure your weight and blood pressure as you may **not** need to attend for a full review if you can provide us with accurate readings – e.g. contraceptive pill.

Asthma review	Diabetes review
COPD review	Hypertension review
Contraceptive pill review	Medication review

Please check that your blood pressure monitor has been listed as 'clinically validated' for accuracy by the British Hypertension Society. An upper-arm blood pressure monitor will come with a cuff that you need to wrap around your arm. If you use a cuff that is the wrong size for you, your blood pressure reading will not be correct. Measure around your upper arm at the midpoint between your shoulder and elbow, and choose your cuff size from the chart below.

Upper Arm Blood Pressure Monitor cuff sizes		
Measurement (cm)	Measurement (inches)	Cuff size
18-22 cm	7.1-8.7"	Small
22-32 cm	8.8-12.8"	Medium
32-45 cm	12.8-18"	Large

### eConsult Health Condition

It would help us if you could contact us via this section concerning over 100 medical problems.

<p><b>Allergies</b></p> <ul style="list-style-type: none"> <li>Hay fever</li> <li>Hives</li> <li>Urticaria</li> </ul> <p><b>Breathing problems</b></p> <ul style="list-style-type: none"> <li>Breathing problems</li> <li>Cold or flu</li> <li>Coughs</li> <li>Flu</li> </ul> <p><b>Ear problems</b></p> <ul style="list-style-type: none"> <li>Earache</li> </ul> <p><b>Eye problems</b></p> <ul style="list-style-type: none"> <li>Conjunctivitis</li> <li>Eye problem</li> </ul>	<p><b>Joint Pain</b></p> <ul style="list-style-type: none"> <li>Ankle pain</li> <li>Back pain</li> <li>Elbow pain</li> <li>Foot pain</li> <li>Frozen shoulder</li> <li>Golfer's elbow</li> <li>Hand pain</li> <li>Hip pain</li> <li>Knee pain</li> <li>Neck pain</li> <li>Shin splints</li> <li>Shoulder pain</li> <li>Tennis elbow</li> <li>Whiplash</li> <li>Wrist pain</li> </ul>	<p><b>Mouth problems</b></p> <ul style="list-style-type: none"> <li>Cold sores</li> <li>Laryngitis</li> <li>Mouth ulcer</li> <li>Sore throat</li> <li>Tonsillitis</li> </ul> <p><b>Nose problems</b></p> <ul style="list-style-type: none"> <li>Sinusitis</li> </ul> <p><b>Skin and nail</b></p> <ul style="list-style-type: none"> <li>Acne</li> <li>Athletes foot</li> <li>Bites and stings</li> <li>Contact dermatitis</li> <li>Crabs</li> <li>Dandruff</li> </ul>	<p><b>Women's health</b></p> <ul style="list-style-type: none"> <li>Bacterial vaginosis</li> <li>Bladder infection in women</li> <li>Blood in the urine for women</li> <li>Breast problems in women</li> <li>Contraception</li> <li>Cystitis in women</li> <li>Genital herpes in women</li> <li>Genital warts in women</li> <li>Incontinence</li> <li>Mastitis</li> <li>Periods - delaying</li> <li>Periods - heavy</li> <li>Periods - painful</li> <li>Spots on vulva</li> <li>Thrush</li> </ul>
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Note that only a clinician involved directly in your care will read the detail of the content in the above. In some sections, e.g. Skin, you might be asked to attach a photo. In other sections you might be asked to complete a recognised scoring tool such as the 'PHQ9' depression questionnaire. However only a doctor will read these. The completed forms will be stored confidentially in your electronic GP record.

## Annual Reviews

If you have diabetes, cardiovascular disease or hypertension you may be invited for a face-to-face review with our nursing team at the surgery during your birth month.

If you have a SystmOnline account you would normally be able to book into these clinics directly.

Diabetics generally need a blood test a week before their review.

Once you have had your review your usual doctor will check any results and update your medication review date.

If you don't have a SystmOnline account with full access for repeat prescription ordering, appointment booking (when practical) and results, please use the website 'Administration Office' to request this using the webform.

## Coming to the Surgery

You must not come to the surgery if you have any possible Covid-19 symptoms. You will note that the surgery has a number of small rooms including the waiting room. We must reduce the risk by asking you to wait outside.

It is probably best to drive to the surgery for your appointment so that you can wait in a car after booking in. (The exception to this is if you are coming to our flu clinic – see below.) Please wear a face covering and maintain social distancing if you need to queue.

If the entrance hall is clear then please enter and use the booking-in computer so that we know you have arrived. There should be hand gel for you to use. Please then immediately return to your car or the car park.

If you have to wait outside and need to sit down then please push the intercom outside the entrance and a receptionist can organise a chair for you. We also have a few spaces in the waiting room.

## Inside the Surgery

We will contact you in person or via a text when it is time for you to come into the surgery. We may need to check that you don't have Covid symptoms before allowing you into the surgery. We might use a side door to call you in. Your clinician will probably have to wear gloves and an apron when consulting.

## Flu Clinics

We will start flu jabs in September so please read your texts or look out for a letter. To maintain social distancing we will ask you to attend if possible at the time suggested in our communication.

We will only be allowing a few patients into the surgery at a time and in addition there will be a one-way flow system clockwise around the surgery so that we can safely maintain social distancing.

The most important thing that we ask is that unless you have mobility problems, please **don't** come to the flu clinic in your car as we need to keep the car park empty to enable our patients to queue outside the building safely.

Thank you for your co-operation. It has been a challenging time for everyone this year and we appreciate the support we have received from our patients as we have all had to adjust in so many ways to the changes that have been forced upon us.

Dr Robin Hollands