

Summer 2020

Whitemoor Newsletter



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Coronavirus: Don't let it stop you asking us for help!

While we have pulled out all the stops to deal with coronavirus we are also working hard to ensure that patients who don't have COVID-19 can safely access essential services.

We are still extremely busy, however, if you or a loved one have the symptoms of a heart attack or stroke, are a parent worried about their child or have concerns about conditions such as cancer you should seek help in the way you always would.

We can help you safely!

Most problems can be dealt with over the phone or using our secure and easy to use video consultation. There is also our online consultation service – e consult – which is available via our website 24 hours a day and 7 days a week; no user name or password required!

Where it is essential we can even see patients face to face thanks to the safety measures we have put in place. These include

- Access to the surgery is by appointment only to keep footfall to the bare minimum
- All patients entering the surgery are pre-screened for Covid 19 symptoms prior to their Appointment – including an on the day temperature check
- No patients with Covid symptoms seen at our main surgery – all are seen off site at our special red hub at the old blood clinic building at Babington Hospital
- All patients required to use the hand sanitiser provided on entry the building.
- There is a strict limit on the number of patients who can be in the surgery at any one time and the waiting room has been re arranged to ensure strict social distancing
- A strict infection control and PPE regime is in force for all clinicians
- Time limits on appointments to minimise exposure risk.

We are still here to help if you have a serious medical condition other than Covid 19 and will make sure you remain as safe as possible from the risk of infection if you do have to visit the surgery.

Patient Feedback: Help shape your practice!

Most of the feedback we receive from patients is really positive but we know there are some things we could get better at. Help us do this by joining our independent Patient Participation Group (PPG). They meet once every couple of months and GPs and practice managers are always present to discuss and try and resolve general service issues for patients.

New members are always welcome – so just ask at reception for more details!

What to expect if you need to see a GP

- Don't visit the surgery unless you already have an appointment – you will not be admitted – this is to keep you and other patients safe from coronavirus.
- If you need an appointment use our online consultation service e consult (which you can access via our website) or give us a ring on our normal surgery number.
- One of our clinical team will then ring you back, normally within 24 hours, to discuss the best way to help you. Normally this will be over the telephone although and where appropriate a video consultation may be set up.
- If a physical examination is absolutely essential then this will be arranged under our new operating procedures to ensure that all people physically entering the surgery remain as safe as possible
- If you do have to attend for an appointment you will need to ring the doorbell for admission and may be asked to wait in your car if we are at the limit maximum permissible number of people in the building at one time. So arrive on time but not too early!
- Please come on your own to the appointment if at all possible, only bring along up to one carer if it is absolutely essential
- When you are let into the building you will have your temperature taken and if it is too high you may be asked to leave the building for the safety of other patients.
- You will need to use the hand sanitiser provided when you are let in.
- You will be told to wait in a specific area of the waiting room which has been arranged to ensure appropriate social distancing
- You may be asked to wear a face mask and shoe coverings

What is the red hub?

The red hub is located in the old blood clinic at Babington Hospital (blood is now taken within the main hospital building).

We now use the red hub to see patients who need a face to face examination, not necessarily connected with Covid 19, but who are exhibiting any of the Covid 19 symptoms such as a high temperature or persistent cough.

This helps keep the Whitemoor site as safe as possible by ensuring nobody is using it if they have any symptoms of coronavirus.

PPG News

You may already know that the new 40-bed replacement for the Ada Belfield care home has been handed over to the Derbyshire County Council by the contractors. Initially, it will be used to care for recovering Covid-19 patients who are too well to be in hospital but still too ill to return home.

The planning application for the new Belper Clinic should be submitted shortly, but there are no plans currently to demolish the existing clinic as it is being used as the RED HUB.

Although PPG meetings are currently taking place as telephone conferences, production of the newsletter will continue.

If you have any comments or suggestions for the newsletter please let us know.