



BURNLEY GROUP PRACTICE

Patient Newsletter July 2020

Coronavirus – you will be aware that we are seeing local spikes in neighbouring areas to Burnley – remain vigilant, remember to wash your hands regularly with soap and water for 20 seconds, wear a face covering in enclosed spaces, limit the number of people you come into contact with, and stay 2 metres away from those outside your household, if you are experiencing ANY symptoms you should stay at home, and definitely not attend the surgery, follow the latest government guidelines. **DO NOT ATTEND THE SURGERY UNLESS YOU HAVE BEEN ASKED TO DO SO.** Order your prescriptions by online access, email or telephone. We are slowly starting to reintroduce services, contact us if you are due for routine immunisations (childhood, shingles and whooping cough for pregnant women), cervical screening, some B12 injections, we are doing routine reviews over the telephone and are prioritising the most at risk patients for this. **It's important to be aware of any unexplained changes to your body, such as the sudden appearance of a lump, blood in your urine, or a change to your usual bowel habits – if you have any of these it is important that you contact us, you will not be wasting our time.**

Patient Participation Group – we will be arranging a meeting in the second half of August, this will be a virtual meeting on either Zoom or Microsoft Teams, we will contact you separately if you were a member of our PPG previously, or if you were involved in the merger discussions. If you are a patient of the practice, or the carer of a patient and are interested in joining our PPG, or just coming to odd meetings please email helen.harrison2@nhs.net – you will find out more about how the practice works and will be able to have input into any changes we are thinking of making

Face masks / coverings – please bring a face mask / covering if you are asked to attend the surgery, more information is available at <https://www.keepsafe.org.uk/mask> . We **cannot provide exemption certificates / letters** for patients

Care Navigation / Choice of Clinician - Please remember that we have a wide variety of clinicians who can help you when you are ill, you may not be booked in with a doctor, or with a doctor of your choice, particularly if you need an urgent consultation, we have very capable junior doctors, locums and nurse practitioners who can help you, if you do wish to specify a clinician your consultation is unlikely to be on the same day and due to the current situation with Covid we are limiting the number of appointments we book ahead. Be prepared to give brief details of the reason for your appointment to our reception staff, they are bound by confidentiality rules, and need to know this information so they can navigate you to the correct service or clinician



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Nominated pharmacy – if you haven't already, please consider nominating a pharmacy where we can deliver your electronic prescription to, very soon we won't be printing off any paper prescriptions, if you don't have a pharmacy nominated you will be able to go into any pharmacy to collect your prescription, but you will need to allow time for the pharmacy to 'draw down' the prescription from the 'cloud', and you will need to provide them with your NHS number – we can send you a text message with this on if we have a mobile number for you

Please ensure you **keep us up to date with your contact details** including address, mobile and home telephone and email address



We are currently looking into new websites for the surgery; please get in touch if you would like to have some input into our new website

Kiddrow Lane telephones – we're receiving reports that our phones are cutting patients off when we are engaged, please accept our apologies, we have reported this to our suppliers on numerous occasions, at the current time do not come into the surgery if this is happening, keep trying to ring us (avoid 8am and 12 noon unless you are calling for an appointment), use our online services when you can, or email us at Kiddrowlane.doctors@nhs.net

If you need **support with your mental health**, have a look at:

<https://www.bigwhitewall.com/>

Big White Wall (BWW) is a digital mental health support service which is available online, 24/7, and is completely anonymous so you can express yourself freely and openly. Professionally trained Wall Guides monitor the community to ensure the safety and anonymity of all members. In addition to BWW's online community, you will have access to a wealth of useful resources and can work through tailored self-help courses covering topics such as anxiety, sleep, weight management, depression and many more

Spinal drop in clinics have now ceased operation, although the service is still running you will need to be referred, if you feel that you require advice or help for a musculoskeletal / physiotherapy problem affecting your muscles, bones and joints, first have a look at the leaflets and exercise videos at:

<https://www.elht.nhs.uk/services/integrated-msk-pain-and-rheumatology-service>

And then contact us if you feel you still need a referral.