

CHURCHSIDE MEDICAL PRACTICE

Wood Street, Mansfield, NG181QB 01623 664877
www.churchsidemedicalpracticemansfield.co.uk



Patient News Letter September 2020

FLU SEASON

The flu season is rapidly approaching once again! But with Covid-19 very much still in existence we need to do things differently this year in order to maintain social distancing and work within the governments recommended guidelines.

The main change will be:

- 1) All flu vaccinations will be given in a designated 5 minute appointment. There are **NO DROP IN CLINICS** so please do not turn up without booking an appointment with reception.
- 2) Face coverings must be worn when attending your appointment.
- 3) Your temperature will be taken and hands sanitised before entering the practice.
- 4) Please attend your appointment on but not arriving too early, by foot if possible as car parking space will be limited.

The practice have 1400 patients to vaccinate by appointment, not including the 50-65 year old age group that may be entitled to a free Flu Vaccination from December onwards, so we are asking our patients for your understanding and cooperation as we try and deliver this service in the quickest and safest way possible.

Please contact reception to make an appointment as soon as possible.

NHS

PROTECTS YOU, YOUR FAMILY AND PATIENTS FROM THE FLU

Get your free flu vaccination

WELCOME & FAREWELL

We are delighted to welcome back Dr Vito Carone as a partner in the practice. Dr Carone is no stranger to many of you as he has been with us for some considerable time in the capacity of GP Registrar. Dr Carone works Mondays, Tuesdays, Wednesday and Fridays.

In addition to Dr Carone joining the team here at Churchside we also welcome Lesley Hoyland a new receptionist who started with us in March replacing Denise Hale who retired after nearly 40 years of loyal service to the practice. Denise will be sadly missed by patients and staff but we wish her a much deserved retirement and extend a warm welcome to Lesley.

At present Dr Wendy Barry is on maternity leave until February and has given birth to a beautiful baby boy. Mum and baby are both doing well.

Dr Chisom Akpan and Dr Grace Blower have returned to the practice to complete an 8 month placement during their third year GP Training.

YOUR HEALTH YOUR WAY

Your Health Your Way is a free service available to support residents of Nottinghamshire (excluding Nottingham City) get more active, eat healthier, lose weight, drink less and quit smoking.

As of June 1st 2020 the service accepts referrals and delivers

- Weight management
- Smoking cessation
 - Physical activity
- Brief alcohol support

Due to Covid-19 all interventions will be delivered remotely in accordance with social distancing guidelines.

The service provides both one to one and group based support via telephone and online support (Zoom). Once safe to do so, they will be opening the service up to face to face delivery.

This is a self-referral service and so patients can contact the provider directly by visiting <https://yourhealthnotts.co.uk> or calling on telephone number **0115 772 2515**.

YOU HAVE SPOKEN & WE HAVE LISTENED

Many of our patients have mentioned that at present whilst it is not possible to book appointments online and more activity is taking place over the telephone they have found it very difficult to contact the practice by telephone especially first thing in a morning. This was confirmed by the results of the latest National Patient Survey released in July.

Therefore we have listened and acted to try and address the problem. As from the beginning of September a new reception structure has been implemented in order to have more staff

Churchside Medical Centre
Wood Street, Mansfield, NG18 1QB
www.churchsidemedicalpracticemansfield.co.uk
Tele No: 01623 664877
Fax No: 01623 664878

availability to answer your calls between 8.30-11.00am. However, can we please continue to request that if you are not calling to book a GP Appointment you refrain from calling until after 10am in order to free up the lines for those patients who are.

NHS STANDARD OPERATING PROCEDURE FOR GENERAL PRACTICE DURING COVID-19 PANDEMIC

Many patients are asking the question 'When are you going back to business as normal?'

Unfortunately we do not have an answer to this question as like all other GP Surgeries we are governed by NHS Englands Standard Operating Procedure for General Practice.

At present these guidelines state:

- All patients should be triaged through a telephone triage service prior to attending the practice.
- All healthcare that can be carried out safely and satisfactorily by remote means e.g. telephone call should be carried out this way.
- Patients should only be advised to attend face to face appointments after they have been triaged by a clinician via the telephone, when there is a clinical need to do so whilst maintaining social distancing guidelines, infection control procedures and wherever possible wearing a face covering.

Churchside Medical Practice work within a Primary Care Network and we assure you that all the practices we work collaboratively with are adhering to the guidance mentioned above.

We thank you for your understanding and cooperation whilst we endeavour to deliver a high quality service whilst keeping our patients and staff as safe as possible during these difficult times.

OPENING TIMES

Mon – Fri 7.30am - 6.30pm

Working in collaboration with Roundwood & Millview Surgery, Acorn & Forest Medical Practice to offer appointments GP Appointments Mon-Fri and Sunday 8.30am - 8.00pm and Saturday 8.00am - 12.00pm