



Chopwell Primary Healthcare Centre



Patient Participation Group

Would you be interested in joining our Patient Participation Group? Please ask to speak to Miss Samantha Cromar or Roshan Hassan and they can register you.

Practice Opening Hours:

Mon 9am-1pm & 2pm – 6pm

Tues 9am-1pm & 2pm – 6pm

Wed 7.30am-1pm & 2pm – 7.15pm

Thurs 9am-1pm

Fri 9am – 1pm & 2pm – 6pm

Prescriptions

All prescriptions will need to be requested:

Online: please ask at reception for a registration form.

In Writing: Using either re-order slip or on a piece of paper with your name and date of birth added.

The Practice does not accept prescriptions over the telephone due to safety reasons.

Newsletter Summer 2020

COVID-19 Coronavirus Outbreak

Dear Patients,

Firstly, We would like to thank you for your continued support, patience and understanding during this difficult time.

Secondly, We would like to thank you for the kindness and compassion you have shown our team members who are working so hard in these exceptional circumstances.

Our top priority remains to provide the best care to our patients needs whilst keeping our teams and communities safe.

How to stop infection spreading.

There are things you can do to help reduce the risk of you and anyone you live with getting ill with coronavirus.

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands as soon as you get home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards

Looking after your wellbeing

To help yourself stay well while you're at home:

- stay in touch with family and friends over the phone or on social media
- try to keep yourself busy – you could try activities like cooking, reading, online learning and watching films
- do light exercise at home, or outside once a day

Appointments

It is a requirement for patients to wear a face covering when entering the surgery and Wash their hands with soap using our toilet.

If you do have an appointment we would be grateful if you could come with your face covering on.

Covering your nose, mouth and chin. This can be in the form of a mask, scarf or handkerchief of any sort of fabric.

Many Thanks

**Please remember to cancel any
unwanted appointments**



If you haven't already, please follow our facebook page for updates about the practice.

In response to coronavirus (COVID-19), Primary Health Care Centre, Chopwell] is moving suitable patients to electronic Repeat Dispensing (eRD) to help you protect yourself and continue to receive your regular medication. It's easy to use and you don't need a computer or electronic device.

Notice for Parents

If your child has become unwell in the last few days and you would like urgent advice please contact the surgery and we will arrange for a clinician to speak to you and if necessary to see your child that day. This could save you an unnecessary trip to A&E or walk in centre. Can we also make you aware of the Little Orange Book which, provides expert help for parents and carers on how to manage common problems in babies and small children. Please ask for a copy.



Remember

The practice is now live for **e-consultations**.

If you visit our website- <http://www.chopwellmedicalpractice.nhs.uk/>

A box will automatically appear on the screen of our home page. You can ask for help with a specific problem or condition, ask for general advice if you are not sure what your symptoms mean or request for administrative help for things like sick notes etc. You will be asked the same questions a doctor would ask in a face to face appointment. You would just fill out a simple form to get advice and treatment by the end of the next working day and you might not even have to come into the surgery. You can do it anytime, anywhere, even on your mobile.

The surgery has recently upgraded from EPS2 prescriptions to EPS4

Almost all prescriptions will be processed and signed electronically. In most cases, over 95% of prescriptions will be processed this way and only a small proportion will be hand-signed. One main process for prescriptions will lead to a more efficient, faster and secure service. If a patient without a nomination loses their token it can be easily reprinted, there is no need to re-issue the electronic prescription. For more information please contact the admin team.