



# 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 Winter 20/21

### COVID-19 Coronavirus Outbreak

Dear Patients,

We are still open and here for you and we are continuing to provide services as we have been doing throughout the COVID-19 pandemic.

If you need medical advice or treatment, please ring us on 01207 561736 or, for non-urgent advice or treatment, visit our website and send us your query.

Due to coronavirus, how you contact us will be different at the moment. This is to limit face-to-face contact whenever possible and help stop the spread of coronavirus.

Online consultation requests for non-urgent help can be made at any time. They will be responded to as soon as possible, usually within two working days.

Alternatively, visit the local pharmacy for clinical advice on minor health concerns.

For urgent issues or out of hours, you can also call the NHS on 111 or go online to seek NHS advice [111.nhs.uk](https://111.nhs.uk)

Please do not come to the surgery unless you have an appointment.

Appointments are being delivered face-to-face, by telephone, or using video calls and messaging to your mobile or computer – the practice team will assess what is most appropriate for you. If you have a preference about how to access care you can discuss it with your practice.

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  
Chopwell Primary Healthcare Centre

**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

Download the myGP® app



[www.mygp.io/app](http://www.mygp.io/app)



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.