

Tunstall Primary Care Surgery News

Issue: 2 - April 2020

Surgery Opening Hours



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|------------|-----------------|
| Monday: | 8.00am – 6.30pm |
| Tuesday: | 8.00am – 6.30pm |
| Wednesday: | 8.00am – 6.30pm |
| Thursday: | 8.00am – 1.00pm |
| Friday: | 8.00am – 6.30pm |
| Saturday: | CLOSED |
| Sunday: | CLOSED |

To contact the surgery or book / cancel appointments please dial: 0300 123 0874
If you have a medical emergency, please dial 999

***Please Note: To limit the risk of cross infection within our Administration Teams,
Packmoor Medical Centre will be closed to patients until further notice.
Our Tunstall branch will continue to operate a reception-desk service but we would ask you to
continue to contact us, wherever possible, by telephone or email.***

Our Team

- **Dr. A.K. Sonnathi (Male) – GP Partner, M.B.B.S, M.R.C.G.P**
Registered with the General Medical Council since 2004
- **Dr. A. Veerappan (Male) – GP Partner, M.B.B.S, M.R.C.G.P, Diploma in Diabetes & Endocrinology**
Registered with the General Medical Council since 2004
- **Dr. J.J. Boyapati (Male) – GP Partner, M.B.B.S, M.R.C.G.P, D.F.F.P**
Registered with the General Medical Council since 2004
- **Dr. H.A. Arola (Female) – Salaried GP**
Registered with the General Medical Council since 2010
- **Dr. S. Shaheen (Female) – Salaried GP**
Registered with the General Medical Council since 2009
- **Dr. J. Khan – (Male) Salaried GP**
Registered with the General Medical Council since 2012
- **Dr S Gill (Female) Salaried GP**
Registered with the General Medical Council since 2010
- **Dr Ehizogie Eboiyehi (Male)**
GP Registrar
- **Rebecca Rider - Advance Nurse Prescriber**
- **Paula Chell - Advanced Nurse Practitioner**
- **Matt Manifold – Advance Prescribing Paramedic**
- **Vidyuth Kumar Kodali – Clinical Pharmacist**
- **Dawn Mullins- Practice Nurse**
- **Sarah Dossett - Practice Nurse**
- **Natalie Holdcroft - Practice Nurse**
- **Jeanette Chandler - Health Care Assistant**
- **Lindsay Bannister - Practice Manager**
- **Lynn Frost - Assistant Practice Manager**
- **Jo Loach – Operations Manager**



Meet our
TEAM

CORONAVIRUS

Coronavirus (COVID- 19)- In line with the guidance from NHS England and careful monitoring of the situation with regards to Coronavirus we are implementing the necessary changes required to ensure that we deliver Primary Care as safely as possible under exceptional circumstances.



Patient Safety is our most important priority.

Tunstall Primary Care, along with most other GP Practices, have taken the decision to implement significant safety measures to help us manage potential cases of the Coronavirus. **These measures include temporarily disallowing the booking of appointments through Online Access apps and for your protection the practice has implemented a telephone triage system.** Please call as normal for an appointment and then an appropriate clinician will call you back. If deemed safe and necessary you will be invited in for a face to face consultation.

The safety of all patients is of paramount importance to us and we would like to reassure you that we are taking as many precautions as we possibly can. Information and guidance is changing daily, for the latest news and advice visit www.NHS.uk/coronavirus or www.gov.uk/coronavirus. We will endeavour to keep our patients updated using our website and Facebook pages.

Like the common cold, coronavirus infection usually occurs through close contact with a person with novel coronavirus via cough and sneezes or hand contact. A person can also be infected by touching contaminated surfaces if they do not wash their hands.

Latest advice from NHS is to stay at home for 7 days if you have either:

- a high temperature
- a new, continuous cough



Have visited a coronavirus hotspot or have been in contact with someone who has symptoms or diagnosis of coronavirus.

Search 'NHS coronavirus' for advice and to access the NHS111 online coronavirus service. Only contact NHS111 by telephone if you cannot get help online.

DO NOT VISIT YOUR GP SURGERY, HOSPITAL OR PHARMACY. You do not need to contact 111 to tell them you're staying at home.

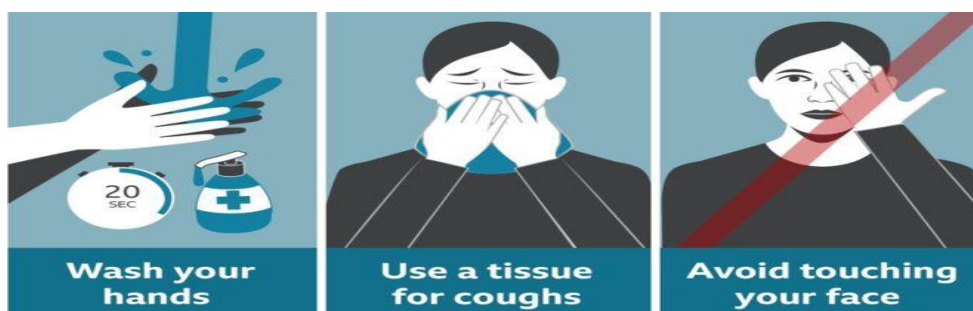
How to avoid catching or spreading coronavirus

DO

- ✓ wash your hands with soap and water often – do this for at least 20 seconds
- ✓ always wash your hands when you get home or into work
- ✓ use hand sanitiser gel if soap and water are not available
- ✓ 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
- ✓ try to avoid close contact with people who are unwell

DON'T

- ✗ do not touch your eyes, nose or mouth if your hands are not clean.





Repeat Medication

Due to the current 'lockdown' situation, please order your monthly medication requests by telephone or via email:

tunstall.primarycare@nhs.net



Your Prescription will be sent electronically to your nominated pharmacy
Please **do not** order your prescription early or request more supply than is needed.

Coronavirus/COVID 19 - DO I NEED A SICK NOTE?



From Friday 20 March onwards, those who have COVID-19 are advised to self-isolate will be able to obtain an "isolation note" by visiting NHS 111 online and completing an online form, rather than visiting a doctor. For COVID-19 cases this replaces the usual need to provide a "fit note" after seven days of sickness absence. Isolation notes will also be accepted by Jobcentre Plus as evidence of your inability to attend.

<https://www.gov.uk/government/publications/support-for-those-affected-by-covid-19/support-for-those-affected-by-covid-19>

Frustrations & Confusion

We understand that changes can cause frustration and that these can be confusing. At this time we are unable to offer the same level of service and access as normal, but hopefully with the information provided above we can alleviate some of this confusion and anxiety. However, these measures have been implemented to keep us all safe and in line with specific guidance.

Tunstall Primary Care, in line with the NHS "Zero Tolerance" Policy, will not tolerate any verbally aggressive or abusive behaviour to any member of the team and if this type of behaviour presents itself, it will be dealt with accordingly.

Coronavirus and your wellbeing

You might be worried about coronavirus (also known as COVID-19) and how it could affect your life. This may include being asked to stay at home or avoid other people.

This might feel difficult or stressful. But there are lots of things you can try that could help your wellbeing.

Please click here to be redirected to the Mind website:



<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing>

Coronavirus (COVID-19): what you need to do



Coronavirus (COVID-19): Shielding

Shielding is for people, including children, who are at very high risk of severe illness from coronavirus (COVID-19). It's also for their family, friends and carers.

Coronavirus in the UK has seen self-isolation, social distancing rules and now the NHS is asking people to 'shield'.

NHS England are sending out 1.5million letters to those who are extremely vulnerable to Covid-19, the NHS are trying their best to protect those who are likely to suffer the severe **symptoms of coronavirus**.

WHO ARE THE NHS SENDING ISOLATION LETTERS TO?

Letters and text messages are being sent to around 1.5million high risk coronavirus people from the NHS and government.

They are asking them to safely isolate at home to protect themselves from catching Covid-19 as they are more likely to be hospitalised and suffer with the severe symptoms of the virus.

WHO ARE THE MORE VULNERABLE PEOPLE THE LETTERS ARE BEING SENT TO?

This is for more than just those with underlying health conditions.

The NHS and government are asking for those being treated for specific cancers, anyone who has recently undergone an organ transplant and those with severe respiratory conditions like cystic fibrosis to also stay at home.

It also includes some people who take certain drug treatments that can suppress the immune system - leaving the body less likely to be able to fight the virus.

These letters are being sent to patients directly by NHS England and all letters should be received by the end of the month.

WHAT ARE THE NHS ASKING THEM TO DO? AND WHAT IS SHIELDING?

Those who will receive a letter or message from the NHS will be asked to stay at home for the next 12 weeks to "shield" themselves from catching coronavirus.

This means you should not go to the shops or walk in public places as well as avoid face-to-face contact, unless for medical professionals. The government is working on a plan to help those get essential deliveries like food too so there is no need for risk.

Please follow the link below for further guidance.

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Bank Holiday Opening Times

Easter Holiday

Friday 10th April 2020: Closed

Monday 13th April 2020: Closed

May Bank Holidays

Friday 8th May 2020: Closed

Monday 25th May 2020: Closed



We would like to remind our patients to order their repeat medications in time for the bank holidays.

When our GP practice is closed, patients should call the NHS 111 service by dialling 111. All calls are free from landlines and mobile telephones.

Organ Donation

English organ donation law is changing from Spring 2020.

What is changing?

From Spring 2020, organ donation in England will move to an 'opt out' system. You may also hear it referred to as 'Max and Keira's Law'.

This means that all adults in England will be considered to have agreed to be an organ donor when they die unless they have recorded a decision not to donate or are in one of the excluded groups.

You still have a choice if you want to be an organ donor or not when you die. Get the facts about organ donation to help you decide.

Why is the law changing?

The law is being changed to help save and improve more lives. Every day across the UK, someone dies waiting for a transplant.

What do I have to do?

We are asking everyone to:

1. Record your organ donation decision on the NHS Organ Donor Register
2. Tell your family and friends what you have decided.



For further information you can ring 0300 303 2094, Minicom 0845 730 0106, Text Chat 07860034343 – Available Mon – Fri 8 am – 8 pm. Sat & Sun 8 am – 4 pm



We would like to take this opportunity to thank the patients of Tunstall Primary Care for your understanding and patience during this difficult period. These are extraordinary times and we, like the rest of the NHS, are stretched to capacity but the kind words and co-operation of our patients over the last few weeks in a very fast changing situation has been fantastic.

We appreciate that some patients are worried and unsure of processes and while we put more permanent solutions to problems in place, we would ask that you kindly continue to support us whilst we work to ensure patient care remains uncompromised.

Thank you from the team at Tunstall Primary Care