Warrengate Medical Centre

Tel: 01924 371011 – Appointments & Enquiries

[www.warrengate.org.uk](http://www.warrengate.org.uk)

**Spring Newsletter**



Welcome to this issue of our Practice Newsletter. The newsletter is to provide patients with any news, information or forthcoming events. If you have any suggestions as to what you would like to see in your newsletter please inform a member of staff.

Coronavirus

Warrengate Medical Centre has temporarily suspended online appointment booking whilst there is a risk of Coronavirus. We have done this based on advice from the BMA.

Anyone contacting the surgery with upper respiratory symptoms will be clinically triaged by trained staff.

The NHS and Public Health England (PHE) are well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.

The latest information on symptoms of Coronavirus infection and areas where recent travel may have resulted in a high risk of exposure can be found on [**nhs.uk/conditions/coronavirus-covid-19/**](https://www.nhs.uk/conditions/coronavirus-covid-19/)

**NHS 111 has an** [**online coronavirus service**](https://111.nhs.uk/covid-19) **that can tell you if you need medical help and advise you what to do.**

Use this service if:

* you think you might have coronavirus
* in the last 14 days you've been to a country or area with a high risk of coronavirus, affected countries are :

|  |  |  |
| --- | --- | --- |
| Mainland China | Macau | Thailand |
| Vietnam | Japan | Cambodia |
| Republic of Korea (South Korea) | Laos | Myanmar |
| Hong Kong | Malaysia | Taiwan |
| Northern Italy (North of Pisa) | Singapore  | Wuhan city and Hubei Province (China) |
| Iran | Daegu or Cheongdo (South Korea) | Any Italian town under containment measures including Lombardy region (which includes the cities of Milan, Bergamo, Como) and the provinces of Modena, Parma, Piacenza, Reggio Emilia and Rimini (all in Emilia Romagna); Pesaro e Urbino (in Marche); Alessandria, Asti, Novara, Verbano-Cusio-Ossola and Vercelli (all in Piemonte); Padova. Treviso and Venice (in Veneto) |

* You’ve been in close contact with someone with coronavirus.

Do not go to a GP surgery, pharmacy or hospital. Call **111** if you need to speak to someone.

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 catch the virus by touching contaminated surfaces if they do not wash their hands.

Testing of suspected coronavirus cases is carried out in line with strict guidelines. This means that suspected cases are kept in isolation, away from public areas of GP surgeries, pharmacies and hospitals and returned home also in isolation. Any equipment that comes into contact with suspected cases are thoroughly cleaned as appropriate. Specific guidance has also been shared with NHS staff to help safeguard them and others. Patients can be reassured that their safety is a top priority and are encouraged to attend all appointments as usual.

Everyone is being reminded to follow Public Health England advice to:

* Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel.
* Wash your hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available.
* Avoid touching your eyes, nose and mouth with unwashed hands.
* Avoid close contact with people who are unwell

Increasing Electronic Prescriptions

The NHS is phasing out green prescriptions known as FP10s with the majority of prescriptions now being processed electronically through the Electronic Prescription Service (EPS).

EPS currently allows prescribers to send prescriptions electronically to a pharmacy of the patient's choice - known as their "nominated" pharmacy. Electronic prescriptions currently account for around 70% of all prescriptions issued in England.

We are now upgrading to the next phase of the Electronic Prescription Service (EPS), Stage 4, which will mean that almost all our prescriptions will be processed electronically from Tuesday 3rd March 2020.

Patients without an EPS nominated Pharmacy will now be given a token to present at a community pharmacy or Dispensing Appliance Contractor (DAC) to obtain their medication. This token will contain a unique barcode which can be scanned at any community pharmacy or DAC in England to download the prescription from the central EPS system and retrieve the medication details.

Paper prescriptions will continue to be available in special circumstances but in the main they will all be processed electronically.  Some medicines, such as adrenalin injections, will still have to be printed.

The EPS token looks similar to the usual green EP10, but patients **MUST** need to take this to a Pharmacy to obtain medication.

Having a nominated Pharmacy in place will ensure you are able to pick up your prescriptions without needing to collect tokens from the GP Practice each time.  If this is something you would like please speak to one of our Reception team who will be able to set this up for you.

For more information around EPS Phase 4 please click on the link below which will take you to the NHS Digital website where much more information is available:

<https://digital.nhs.uk/services/electronic-prescription-service/phase-4>

Please note that processes for ordering repeat medications remain the same.

Bank Holidays

Please make a note of the dates below of our opening times over the Easter and May bank holidays. If you need a doctor in an emergency please telephone NHS 111.

* Friday 10th April - Good Friday
* Monday 13th April - Easter Monday
* Friday 8th May – May Day
* Monday 25th May – Spring Bank Holiday

Staff Training Days

Please make a note of the days the surgery will be closed.

* Wednesday 22nd April
* Wednesday 13th May
* Wednesday 17th June

We will close at 12noon on the day of training and re-open the following day at 8.00am. If you need a Doctor in an emergency please telephone NHS111.

Spring into summer

Clocks go forward by 1 hour on Sunday 29th March 2020.

Staff News

We would like to welcome Kerrie to the practice who has taken over the role of deputy practice manager.

We would also like to welcome Fayza and Lauren to our reception team.

We would also like to say goodbye to Tamsin from our reception team and Margaret our medical secretary who is retiring.

Summer Newsletter

The Summer Newsletter will be issued in June 2020.

Please let us know if there is any information you would find useful or if you would like to know more about our services.