

**Rockwell & Wrose newsletter Spring 2020**

**Apologies first of all for the delay in getting our Spring newsletter out to you. We would normally put something out there just before Easter but due to the C word we have been busy with other more pressing things. We are open for business, but are operating reduced services. Anyway here we go for your information**

**Corona Virus (COVID 19)**

**If you think you may have Corona virus, symptoms: Raised temperature, continuous cough**

**Please DO NOT come in to surgery.**

**1/ Self- isolate for 7 days 2/ DO NOT leave your home for any reason 3/ DO NOT have any visitors in your home. 4/ If there are others living in your home try to stay away from each other as much as possible. After 7 days if you no longer have a temperature (under 37.7 is normal) you do not need to self- isolate. Don’t worry if you still have a cough, this could take weeks to clear up.**

**That’s you sorted but anyone who lives with you should self- isolate for 14 days starting from the day you started isolation. That’s because it can take 14 days for symptoms to appear.**

**We should all be following government instructions, checking updates which at the moment are quite regular. It is imperative that we keep washing our hands regularly in hot soapy water for 20 seconds and keeping the 2 metres distance rule. We are not out of the woods yet, it is up to us to stick to the rules and beat this deadly virus.**

**If you need to see a Doctor for something other than COVID 19**

**We are still operating telephone triage every morning from 8.30-12.30pm. If you think your problem is urgent (you are ill) and needs dealing with the same day then the receptionist will take details and the Doctor will ring you back the same day. If you would like to speak to a Doctor but it is an ongoing/routine problem then you will be called back the following day. The receptionist is trained and it is her duty to differentiate between urgent and routine calls.**

**Nurse appointments**

**The nurses are also operating a triage service. If you ring to make a nurses appointment, the receptionist will get the nurse to ring you back and she will either deal with it over the telephone or book you in for a face to face appointment. The surgery has been made safe. We are limiting how many patients can be in the waiting area at the same time, we are spreading appointments out as much as we can and obviously we are asking patients to use social distancing. There is also hand sanitizer in the waiting area. The nurses are still giving baby immunisations and cervical screening. These can be booked by the receptionist without a triage call.**

**Video consultations**

**We are trying to keep the number of patients coming in to surgery to a minimum, so are trying various methods of communication. Video consultation is one means. If you think your problem could be dealt with using this method and you have a recent smart phone, ask the Doctor during your triage telephone call whether your problem is suitable for using this method for your consultation.**

**Shipley Health Centre (Red Hub)**

**If the Doctor thinks you may have been infected with Corona virus and need to be seen by a Doctor you may be asked to attend the “Red Hub clinic.” The Hub for Bradford is based at Shipley Health Centre. Here you would have a thorough examination by a Doctor. The Doctor and health care staff working at the hub will be wearing personal protective equipment. This is not only to protect themselves but also to protect you. If you are asked to attend you must attend alone, no one else will be allowed in to the premises. If you cannot drive yourself, a family member (preferably a family member who is living with you) may bring you to the appointment but will have to remain inside their vehicle.**

**Mental health**

**Unfortunately over the past few weeks during this pandemic, mental health problems have soared. Isolation being the main cause. If you feel you may need help at this time, log on to our website rockwellandwrosepractice.nhs.uk We have added a link to help patients who may be struggling with mental health issues. Stress and worry is normal at this time but hopefully this link will help with practical support and advice.**

**Attending an appointment**

**Whilst we are continuing to see patients who have been assessed over the telephone by the Doctor and need a face to face consultation. We are trying to keep patients who need to come in to our Practice sites to a minimum. We have taken measures to ensure our sites at Rockwell and Wrose are safe for patients. The 2 meter ruling is in force and has been marked out in our waiting rooms. There are hand sanitizer units at both sites and we are asking patients when waiting in the reception area to sit 2 meters away from other patients, more if possible. The Doctor’s and nurses are wearing PPE (personal protective equipment.) Please do not let this alarm you, they are being used to protect you and the Doctor.**