

Practice Newsletter

May 2020



The front doors of the practice are now locked. We ask you only to attend if you have been told to come down to the practice for an appointment.

If you order medication this will be sent electronically to your chosen pharmacy. If you do not have a nominated pharmacy we will contact you.

Sick notes will be emailed to the email address you put on your online request.

Do not leave your home if you have coronavirus symptoms

Do not leave your home if you have either:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home. Use the 111 online coronavirus service to find out what to do.

As mentioned above the front of our practice is closed. This does not mean you cannot seek advice from one of our clinicians if you are feeling unwell or having a medical problem.

On our website www.teamsmedicalpractice.nhs.uk we offer e-consultations. You would complete a form with your symptoms and this will give you advice based on your answers. This information would be submitted to the practice and you will receive a call from a member of staff.

You can also contact us by phone where you will be added to a telephone triage list. This list is being worked through by all of the clinicians in the practice each day. Michelle, our Trainee Advanced Clinical Practitioner is included in the clinicians groups who may contact you as well as the GPs.

If the clinician feels they need to see you they may ask you to have a video consultation or to come to the practice for a face to face appointment.

We would advise you to mention during your telephone appointment if you or any members of your household have coronavirus symptoms as this would affect you being able to come to the practice.

Would you like to leave a review about the practice? You can review us on Facebook -

<https://www.facebook.com/teamsmedicalpracticegateshead/> Or

https://www.google.com/search?q=teams+medical+practice&rlz=1C1GCEU_enGB841GB841&oq=teams&ags=crome.2.69i60j69i57j69i59j0l2j69i60l3.2503j0j7&sourceid=chrome&ie=UTF-8

Practice Closures - Please note the practice is closed between 1pm-2pm every Monday and closed all afternoon from 12.30pm on the following dates for staff training: - 10th June 2020.

We are still holding appointments for childhood immunisations so if you receive a letter to say your child is due some vaccines please still contact us to make an appointment. If anyone in the household has coronavirus symptoms we would advise you to contact us to rearrange your appointment and not come into the practice.

There was a recent update from the government on the COVID guidelines. This was to:

- Stay home whenever possible
- Work from home if you can
- If you can't work from home, go back to work as long as safety measures are in place
- Avoid public transport if possible
- You can take unlimited exercise outside
- You can meet one person outside your household, as long as you stay 2 metres apart
- Enjoy parks and public spaces without exercising
- Always keep your distance in public
- Wear face covering in enclosed spaces, like shops or on public transport. There are lots of good videos online on how to make your own face coverings
- If you are unwell isolate yourself and your family
- Keep in touch with others by phone, email or video calls
- Police will be able to fine you if you don't follow the rules

Being at home more than usual, not being able to see friends and family and just not being able to do things you usually do can have an effect on how you feel and may make you feel more lonely than usual.

What to do if you are feeling lonely.

- Try calling a friend, family member, health professional or counsellor to talk about your feelings.
- You could also contact Samaritans by calling 116 123 or email: jo@samaritans.org if you need someone to talk to.
- Join an online group or class that focuses on something you enjoy - that could be anything from an online exercise class, book club etc.
- Consider going for short walks in public places (while keeping a two metre distance).
- Try something new that you might not have had time to enjoy before like baking, gardening, knitting or crafts.

This is a challenging and sometimes lonely time, but it will pass. There will be lots of hugs, shared pots of tea, parties and celebrations in the future. For now, let's be as kind as possible to ourselves and others.