



*Thank  
you!*

We would like to thank you all for your support and patience over the past few months. What extraordinary times we have been living through. We have received some wonderful feedback and gratitude from our patients which we thank you for very much. We have also enormously appreciated your self sufficiency and patience during this time.

### **What have we been doing in the last 3 months?**

- We have provided Telephone and Video consultations to patients
- We have been able to offer AskMyGP daily from 7.30am until 5pm
- We have seen patients who are acutely unwell
- We have continued with essential blood tests
- We have undertaken a review of all patients on medications which require very frequent monitoring (such as Warfarin and immunosuppressive medication) to see if we can safely extend the periods between tests or offer alternative medication which reduces the need for blood tests
- We have continued to prescribe and review medication
- We have continued to provide wound care
- Childhood immunisations
- Contacting patients / carers with dementia for welfare checks
- Cleaning each room, door handle, grab rail after each and every patient to maintain strict infection control procedures.

### **What have we NOT been doing in the last 3 months?**

In line with the national guidance, we suspended most routine activities such as:-

- NHS health checks
- annual reviews for long term conditions such as Asthma or COPD (unless required for urgent medication monitoring)
- Joint injections
- Spirometry (respiratory Testing), ECGs and other diagnostic tests
- contraception such as Coils
- Cervical screening/Smears (unless on urgent recall schedule)
- We haven't been able to refer patients for hospital investigations such as Xrays or scans and outpatient appointments at hospital trusts have been suspended except in the very most urgent cases
- We have closed our front door to ensure we reduce foot traffic through the practice, thereby reducing the risk to patients. We have not allowed access to the pharmacy through the front door, collections of medications have been via the hatch outside the building. Patients who need to come in have been invited in one by one by clinical staff so they can get straight to the consulting room without using the waiting room.

## Our plans to return to 'business as usual'

We have undertaken a risk assessment to ascertain what issues need to be addressed in order for us to bring more patients into the surgery with your safety as our priority. Coronavirus will still be in the background in the community for some time to come so these plans are essential.



## We are exploring the following options:-



- Create a one way system through the practice to reduce risk of passing people in the corridors.



- Install an intercom entry system at the front door to ensure footfall remains low and the risks are managed



- Install a ramp at the back door so people can safely exit out of the side door



- Create better external access to the pharmacy, e.g. a ramp to keep people safe when collecting medication

## Additionally, we are planning:-



- Dedicated clinics for those at risk, such as specific times for those who have been shielding, also those with other risk factors. We know that many of our patients will be anxious about attending the surgery and want to help protect them as much as possible




## A word of caution

All health service providers are working to reconfigure clinics to enable social distancing and safe practice. Appointments are spaced out and gaps between appointments are necessary for cleaning. This means we will be able to see fewer patients in the surgery. We are working on our clinics for August, which will give us time to implement the plans set out above.

Please therefore bear in mind that we will not be able to get you booked in for routine care (e.g. cervical screening / smear test or long term condition reviews) until we are sure we can bring you in safely. There are considerable backlogs and although our lives are starting to return to normal, e.g. shops reopening, children returning to school, it will take quite some time (potentially several months) for backlogs to be worked through and for us to catch up.

We will continue to prioritise those with the most urgent need in the meantime.



Need help?

### **We are here to help you!**

Although there may be some delays as routine work restarts, please remember that **if you are worried about a symptom you've been having, please seek help.... do not delay.** You may have heard in the news that there are some concerns from the medical profession that people have not been seeking help for medical problems during this pandemic. Please ask for help. Don't suffer in silence or ignore symptoms. Please contact us via the Surgery number or through AskMyGP, we will always prioritise patients with worrying symptoms.

### **Mental health support is available for our patients from VitaMinds**

You can self refer to VitaMinds and they have some brilliant resources to help with the anxiety so many of us have felt during the pandemic. Your mental health is as important as your physical health and these have been really tough times.

<https://www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/bristol-north-somerset-south-gloucestershire/> or you can call the surgery for more information



SOMETHING  
NEW!



### **Physiotherapy**

will be available in the practice  
from July onwards

Telephone consultations  
initially, but as soon as we are  
able to provide it safely it will  
be face to face!

## GPs joining the surgery

**Dr John Birkett** has returned! Dr Birkett will be working 2 days a week (Wednesday and Friday)

**Dr Katie Savage** has joined us as a Salaried GP working 2 days a week (Monday and Tuesday). Dr Savage has been with us for many months on a temporary basis but is now a permanent member of the team.

**Dr Simon Lynes** joins us as a Salaried GP on 1st July, working 2 days a week (Wednesday and Thursday)

**Dr David Bonnes** joins us on 6th July as a Salaried GP working 2 days a week (Monday and Tuesday).

**Dr Sophie Cassley** will be joining us in late August as a Salaried GP working 2.5 days a week (Tuesday, Thursday, Friday)



You say the most wonderful things in your feedback. Here are some examples

Many thanks for excellent response as usual from a wonderful Team (F, 76y)

Very grateful for call back. Feel relaxed that the Dr can resolve problems over the phone rather than an appointment at this difficult time for everyone. (F, 49y)

*What a very good facility. Made a request at 7.30, replied within 20 mins or so, appointment booked at 8.30. I think Tudor Lodge excels, they never fail to impress me. (M, 71y)*

This is an excellent system. My problem was sorted without me coming in to the surgery and without my doctor spending a lot of time with me. I got answers to every question I asked. It's so easy. (M, 65y)

Both my husband and I have found AskMyGP online service very good, particularly at this lockdown time when it is not possible to see a doctor (F, 72y)

*Both requests were dealt with efficiently The doctor I spoke with was very understanding and gave me time to talk (F, 49y)*

I am humbled and thankful for your willingness to put yourselves in the 'front line' of infections to help and treat us. You are all so treasured. Very many thanks. (M, 79y)

Of course not all feedback is quite so positive but the vast majority of patients (80-90%) have given great feedback which is very much appreciated by the staff. Thank you.