

# Fosse Medical Centre (FMC) Patient Participation Group (PPG)

Newsletter – Spring 2020  
Issue 39



## Coronavirus COVID-19 SPECIAL

Fosse Medical Centre  
334 Fosse Road North  
Leicester LE3 5RR

### LOOKING AFTER PATIENTS AND STAFF

This is a very difficult and worrying time for patients and health providers. The coronavirus, also known as Covid-19 is a new, nasty disease that needs to be treated with the utmost respect.

Things are changing on a daily basis and for the most up-to-date information please go to [www.nhs.uk](http://www.nhs.uk) where you will find both medical, practical and government information.

In order to be as efficient as possible and to minimise the spread and risk to patients and staff the following changes have been made at Fosse Medical Centre:

**PATIENTS, DO NOT VISIT THE SURGERY UNLESS IT IS ABSOLUTLEY NECESSARY.**

***IF YOU THINK YOU HAVE CORONAVIRUS, STAY AT HOME. IF YOU FEEL VERY ILL PHONE 111 AND YOU WILL RECEIVE ADVICE. DO NOT GO TO THE SURGERY.***

If you think you need an appointment for other illnesses or issues ring the surgery at 8.00am for a morning appointment and 1.30pm for an afternoon one. A doctor will call you back as soon as possible, so stay near your phone. The GP might issue a prescription, provide advice, move onto a video consultation or request a **face-to-face meeting at the surgery.**

It is very important to share your email address with the surgery **asap** so that sick notes etc can be sent without you having to attend in person.

### Business as usual for some procedures

Despite the current pandemic, a number of important routine procedures must continue as normal to safeguard your health:

- All childhood immunisations
- 6-8 week baby checks
- Pneumonia and Shingles vaccinations
- Blood tests as requested by your GP
- Monitoring of high-risk medications, etc

Therefore, please attend these appointments when requested because we will do our best to safeguard your health through reduced waiting times, PPE, etc.

## APPOINTMENTS AT THE SURGERY

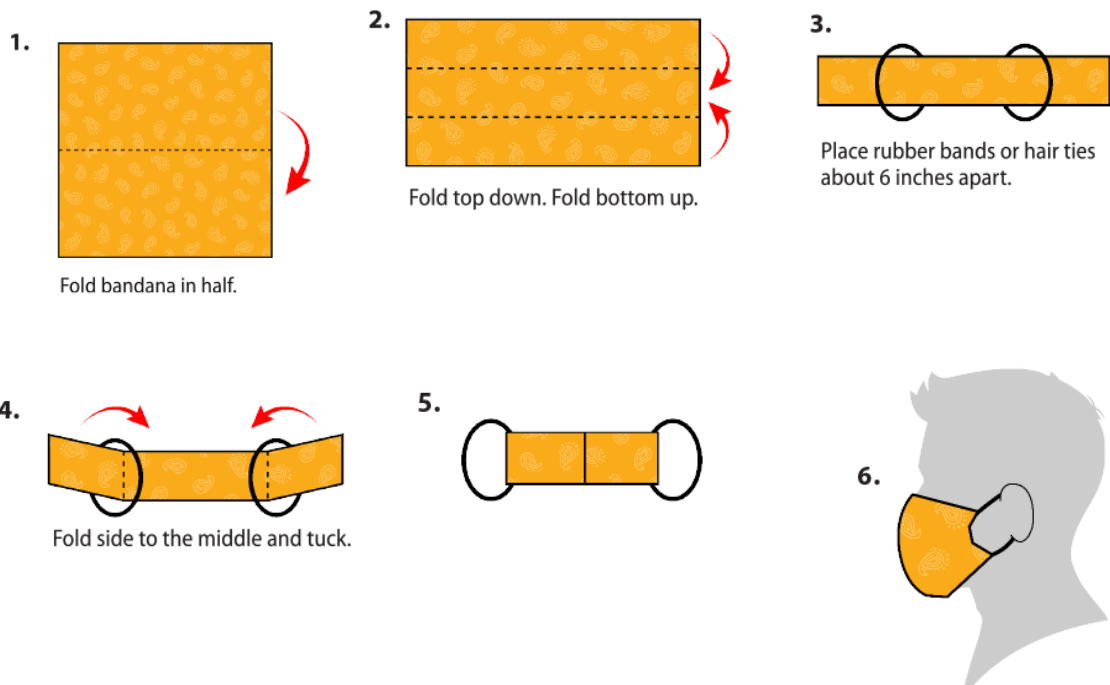
Appointments at the surgery will be longer than before because disinfection time will be needed between patients.

Entrance and exit doors will be marked –Entrance Bosworth Street – Exit – Fosse Road North.

Please keep 2m apart whilst in waiting – if space does not allow please queue outside.

All patients should wear a facemask and it would very helpful if you could bring your own because of current national shortages.

A simple, yet adequate facemask can be made out of a bandana or scarf and 2 elastic rubber bands.



## Using Technology

Arrangements for appointments may evolve and adapt to the ever-changing situation but it is unlikely that things will go back to normal for a long time. It is more important than ever that people use the technology they have:

Repeat prescriptions should be ordered through the NHS App, which can be downloaded through your usual device.

You must nominate your pharmacy so that prescriptions can be sent directly.

As an interim measure, the surgery will also take prescription requests by phone but it will be sent directly to the pharmacy

Patients who need to be seen will be offered a video consultation so that they can remain self-isolating at home and minimise surgery footfall. Please download the “**Whereby**” app **NOW** in preparation for being sent a video link to your mobile because it will make it easier for you.



THANK YOU



## **Struggling to cope? There is help around**

If you need mental health support there is a local service called the Central Access Point (CAP). This service offers 24-hour non-urgent support for people with mental health needs on 0116 2953060 but it is not an emergency service. The service links callers with call handlers and clinicians who can assess their needs and advise, support, signpost or refer them directly to the appropriate service.

Where people have immediate, serious and life-threatening emergency mental and/or physical health needs, for example if an individual has taken an overdose or is in imminent danger of physical harm, they should attend A & E or call 999 for the appropriate emergency care.

## **Here are some other helpful telephone numbers**

**NEVER ALONE**

NSPCC  
0808 800 5000  
(24hrs)

National Domestic Abuse Helpline  
0808 2000 247  
(24hrs free)

Mind  
0300 123 3393  
(Mon-Fri 9-6)

Victim Support  
0808 168 9111  
(24hrs)

Cruse Bereavement  
0800 808 1677  
(Mon-Fri 9-5)

ChildLine  
0800 1111  
(24hrs)

Action on Elder Abuse  
0808 808 8141  
(Mon-Fri 9-5)

Respect - Men's Advice Line  
0808 801 0327  
(Mon-Fri 9-5or8pm)

Samaritans  
116 123  
(24hrs free)

National Centre for Domestic Violence  
0207 186 8270