



## *Practice Newsletter May 2021*

Welcome to this edition of our Practice Newsletter. The last year has most definitely been a challenging one for the Practice. The team have all pulled together; adapted new systems & ways of working to ensure safety is maintained for all patients and staff whilst still providing an excellent service. A big thank you to everyone for your patience and support during this difficult time. We have been busy continuing to see patients through the various lockdowns and we are now looking forward to ...

### **Monday 17<sup>th</sup> May** (when we re-open the front gates)

There are some **dos** and **don'ts** for anyone coming to the Practice; we would be grateful if you would adhere to these – they are for the safety of everyone. Thank you.

#### **Do:**

- ✓ **Always wear a mask (or face covering)**
- ✓ **Enter the Practice using the correct Entrance / In gate**
- ✓ **Please come on your own**
- ✓ **Please use the self-check in machine where possible (it has an antimicrobial film on it for your safety)**
- ✓ **Please ensure social distancing is maintained by waiting at the designated floor markings.**
- ✓ **Hand sanitiser is readily available in the Practice; please use it!**
- ✓ **Please use the wipes to wipe your chair in the waiting room (and please dispose of your wipe in the bin provided)**
- ✓ **If you go to the Reception desk, please stand at the marking on the floor**
- ✓ **Please leave the building by the correct Exit / Out gate**

#### **Don't:**

- X Do NOT come to the Practice if you have any Covid-symptoms.**
- X Please do not come to the Practice prior to your appointment time**
- X Do not come to the Practice just to make an appointment. Please either ring on 01529 240234 and one of our Receptionists will be pleased to help you or submit your request on AskmyGP (see information for AskmyGP overleaf)**
- X Please do NOT move the chairs in the waiting room; they have been positioned to ensure social distancing is maintained.**
- X If you have checked in but there are no chairs to sit on; please wait outside (your clinician will come and get you)**

For security purposes during the late night surgery on Tuesday evenings (6.30 – 8.15pm) and early Friday morning clinic (7.00 – 8.00 am), the gates will be locked. If you are attending for an appointment, please ring the buzzer.



..... Are you registered with AskmyGP? Have you used it? A quick and easy way to ask questions about your medical problem and receive a quick and efficient response. To register, simply visit our Practice website at [www.ruralmedical.co.uk](http://www.ruralmedical.co.uk), click on AskmyGP, click consult your GP and sign up as a new user in just a few minutes.

### *Staff*

*Since the previous newsletter we have had several changes. We welcomed Donna as our Diabetes Nurse, and following her University success, Jo is now Nurse Practitioner. Dr Chong is currently on Maternity Leave and we wish her all the very best. We have also welcomed Dr Reder back to the Practice.*

## SHINGLES:

Are you aged between 70 and 79 years? Have you had your shingles vaccination? If the answer is No - then please ring Reception on 01529 240234 to make your appointment.

Patient Participation Meetings have been temporarily postponed due to the coronavirus. As soon as further restrictions have been lifted, we will set a date for the next meeting. The meetings are an opportunity to hear about developments, receive updates about the Practice and ask questions; we look forward to seeing lots of patients there.

The Doctors continue to request that Receptionists ask all patients the reason for their appointment. This is to ensure everyone is directed to the correct clinician to meet their medical needs

Please don't forget our Practice Facebook page where we share important information. Please note we do not accept return comments – if you have any issues please ring the Practice

Please don't forget the Practice is closed every Thursday between 1.30 and 2.30 pm for essential staff training

If you have a complaint, compliment, suggestion for improvement or any other issue you would like to discuss, please contact the Practice Manager Jane Parry on 01529 240234 or [jane.parry@nhs.net](mailto:jane.parry@nhs.net)