

Coronavirus: It has been a very difficult time since March with patients shielding or self-isolating, children not at school & people working from home. The Practice staff have remained extremely busy during the pandemic. NHS Digital require uall GP Practices to have an online appointment system in place so we have implemented AskmyGp which is based around patient triage. If you are given a time-scale for a Clinician to contact you; please ensure you are available to take their call. Patients love AskmyGp for the quick and easy access and this new technology is the way of the future.

To register on askmyGP simply visit our practice website www.ruralmedical.co.uk Click on askmyGP; click consult your GP and sign up as a new user with just a few details. Answer a few questions about your medical problem and wait for a Clinician to contact you.



All patients who visit the Practice must be wearing a face covering or mask. This is to protect you, other patients and staff. The main gates of the Practice remain locked but there is a buzzer there for all to use. We continue taking many precautions as the safety and well-being of ALL of our patients is our priority.

Please do not come to the Practice before your actual appointment time as you will have to wait outside until the Clinician you are booked to see comes to collect you. Please dress appropriately for the weather – and if it looks like rain, don't forget your umbrella!

The Doctors have requested that Receptionists ask all patients the reason why they would like an appointment, telephone consultation etc. This is to ensure everyone is directed to the correct Clinician for their care. Receptionists are very confidential & have received the appropriate training. Please help them to help you!



AWARDS: The Practice achieved & currently has three awards: Carers Quality Award; Cancer Care Award & Dementia Friendly Award



It is with regret that due to the Coronavirus, the annual Christmas Coffee Morning/Fayre and raffle organised by the Medical Equipment Fund have all had to be cancelled, with the AGM also being postponed.

Patient Participation Group Meetings have also had to be postponed temporarily

Flu Clinics

- Are you 65 and over?
- Are you under 65 (including children) but also suffer from a Chronic condition e.g. Asthma, COPD, diabetes?

If this is you then please ring Reception and make an appointment for your flu immunisation. This year it is even more essential that you have it. If you are housebound please don't worry, we can make arrangements for you to have your flu jab at home!

We are holding clinics with **pre-booked appointments** only:

- ❖ Saturday, 26th September 8am – 5pm (**over 65's only**)
- ❖ Friday, 9th October 7am - 8am
- ❖ Saturday, 10th October 8am – 4pm
- ❖ Tuesday, 20th October 6pm – 8pm

Please don't forget to wear a face mask or covering when you come for your appointment

Please note that people in the 50 to 64 year old age group will not be vaccinated until November and December. We will be following Government guidelines and no appointments will be offered for this age group until then. This is to ensure that those who are most at risk are vaccinated first.

Facebook: 'The New Springwells Practice' now has its' own Facebook page to enable us to share important information, dates, events etc. Please note we do not accept return comments. If you have any issues, please ring the Practice.

GP Trainee: we have just welcomed back Dr Diana Nanyumba who will be with us until August 2021

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

Please Stay Safe & Well