

Dear Patient(s),

We hope this letter finds you and your families as well as possible in these uncertain times.

In response to COVID-19 we have had to adapt the way that the surgery works. Changes have been made so we can provide the safest and best possible care in the context of the current pandemic. In order to reduce the transmission of infection we are now only arranging face to face assessment where it is clinically necessary.

We recognise that this change has happened rapidly and for some this might have made our services less accessible. We really appreciate your patience and understanding as we work through this process.

The impact of coronavirus is unlikely to be short term and it is increasingly clear that General Practice may not be able to return to how it was before.

The attached document aims to explain how we are now planning to work. We wanted to outline the best way to access care and support whether that is for an urgent new problem or for follow-up and monitoring of a pre-existing condition. We also make some suggestions about how you can help us to help you. This includes recommendations for some key online services and apps that can be used by those with access to the internet.

We hope you find the information helpful. We welcome feedback and any comments or suggestions about the changes would be appreciated. This can be made via email (BSCCG.StAugustines@nhs.net) or letter.

During this difficult time please do not ignore symptoms that could indicate serious illness whether they are related to corona virus or not. Please use the information provided to contact the surgery if you have health concerns.

Finally we would like to say thank you. We are really appreciative of everyone's support whether that has been through kind comments and feedback, food deliveries, face-shields, pictures, scrubs or claps.

Kind regards,

The St Augustine's Team

How To Access Services

The following chart indicates how we would like you to access care (for you, any children or dependants):

Do you have a medical emergency?	 Contact 999 or attend A+E
Are you concerned you have corona virus?	 Contact NHS 111 online or by phone: https://111.nhs.uk/
Do you feel you need immediate medical advice? 	<p>Contact the surgery by telephone on 01179862343. The receptionist will ask for some details and book you in for a phone call from a GP or Nurse Practitioner that day.</p> <p>They might want to proceed to a video call or bring you in for face to face assessment if needed.</p> <p>If your symptoms suggest infection and face to face assessment is required you will be asked to attend Saltford Surgery. You will be given details about how to access the building (via the back entrance).</p> <p>For symptoms not related to infection face to face appointments are taking place in Keynsham Surgery.</p> <p>Clinicians are wearing face masks, gloves and gowns for all patient contacts.</p>

<p>Do you have a medical need that doesn't require an immediate response? This includes administrative issues such as requests for doctors notes (Med3s):</p> <p style="text-align: center;">→</p>	<p>Please use Doctorlink:</p> <p>https://app.doctorlink.com/staugustinesmedicalpractice/register</p> <p>This new online service will ask you about your symptoms and previous conditions and then offer you the best service based on your answers.</p> <p>If an appointment is required you will be booked in for a phone call back from the practice within the clinically indicated time frame (often between 1 and 3 days). Again following that phone call a video consultation or visit to the practice might be arranged.</p>
<p>Do you require a repeat prescription?:</p> <p style="text-align: center;">→</p>	<p>Please ensure that you are signed up for either the NHSapp:</p> <p>https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/</p> <p>or SystmOnline:</p> <p>https://systmonline.tpp-uk.com/2/Login?Date=20200423184717</p> <p>The NHSapp allows you to sign up without needing to contact the surgery.</p> <p>For SystmOnline if you do not currently have an account please visit: https://www.st-augustinessurgery.co.uk/navigator/register-for-online-services/ or call us on 01179 862343.</p> <p>These can both be used to order repeat prescriptions which we will send directly to your nominated pharmacy.</p> <p>If you are not able to use the online route requests will need to be put into the letter box at either surgery site.</p>

<p>Do you have a long term health condition?:</p> <p style="text-align: center;">→</p>	<p>For most long term health conditions we provide annual assessments done in the month of your birth (the frequency might be increased if your condition is not well controlled). We usually invite patients when the review is due.</p> <p>During the current pandemic we are performing only essential monitoring or monitoring that can be done by online questionnaire, phone or video call.</p> <p>Again having an online access to your medical record is very important in this process:</p> <p>https://systmonline.tpp-uk.com/2/Login?Date=20200423184717</p> <p>We will resume all routine reviews when it is safe to do so.</p>
<p>Have you had a blood test or other investigation in the surgery and want to know the result?:</p> <p style="text-align: center;">→</p>	<p>When having the test please confirm we have verified your mobile phone number or email and you have an active Systmonline account. You can then view your results online.</p> <p>If you do not have online access please call the surgery after 10AM on 01179 862343.</p> <p>The phlebotomists will advise you how long it takes for a result to be available.</p>

<p>Do you need a smear, contraception, wound dressing or immunisation?:</p> <p style="text-align: center;">→</p>	<p>These essential health care interventions are still taking place. Please phone the surgery to book in.</p> <p>As limited numbers of patients are coming to the surgery social distancing is still possible.</p> <p>If you are bringing your child for immunisation you will be asked to wait in your car (if possible) until the appointment time.</p>
<p>Are you a “shielded” patient?:</p> <p style="text-align: center;">→</p>	<p>If you have a health concern contact the surgery and we will arrange to contact you by phone or video and schedule a home visit if needed.</p> <p>If you require regular blood monitoring please ensure you inform the receptionist you are “shielding”. They will make sure you are booked into a special slot when other patients will not be in the practice and you will be seen by a designated clinician who is only seeing “highly vulnerable” patients.</p>
<p>Do you have an impairment or sensory loss that makes accessing care and support more difficult?:</p> <p style="text-align: center;">→</p>	<p>We are working to make our service as accessible as possible. Please let us know how we can best meet your needs (or the needs of the person you support).</p> <p>Where necessary we can arrange patient contact via email, spoken text or sign interpreter.</p> <p>We are happy to assess patients with the assistance of their carers where appropriate consent is given or power of attorney in place.</p>