

# WHITEACRES MEDICAL CENTRE NEWSLETTER



Dr James Lavin, Dr Alison Findlay, Dr Louise Remedios, Dr Philip Thompson, Dr Thomas Daniel  
Dr Stephanie Lavin, Dr Helen Currie & Dr Anuja Balakrishan

Winter 2020 edition

## A big thanks to our patients

We would like to thank our patients for working with us during this unprecedented time adapting to the continuous changes within Primary care over the last few months.

To fight the spread of COVID-19 we have had to make significant changes to our processes to keep our patients and staff safe.

We have been dealing with patient health care needs remotely by telephone, video calls and online consultations, we envisage that we will continue to do this for the foreseeable future. We wish to stress that we remain open to see patients in the surgery if deemed necessary by our clinicians under strict safety controls.

Thank-you for the many messages of support from our patients that have helped us to get through this difficult time.

***It is also important to thank our staff who in spite of all the challenges (personal and professional) have shown tremendous commitment to the practice and its patients allowing us to remain fully operational throughout the last 8 months.***

## STAFF NEWS

### **Goodbye & Good Luck to staff**

Suzie Scott-Wilson our Finance Manager retired earlier in the year, so did our cleaner Beryl Campbell.

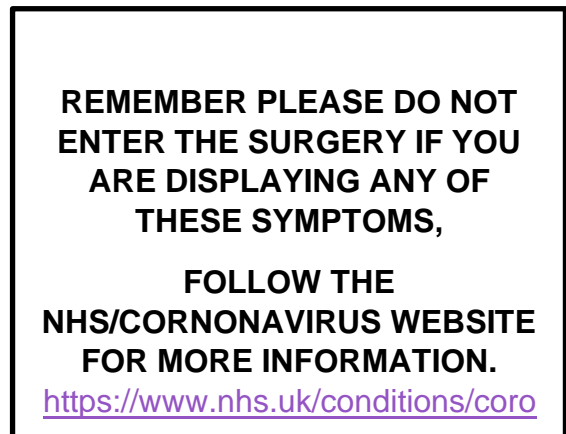
Sister Sarah Davies Advanced Clinical Practitioner left the practice this month to take up a new opportunity.

### **Welcome Back**

Dr Helen Currie has returned to the Practice after having her baby daughter

### **Congratulations**

Congratulations to Dr Thomas Daniel who has now become a partner of the practice.



## Impact of COVID-19 on General Practice

COVID-19 has certainly tested all of us and has proved to be the most challenging year in Primary Care.

It is important to remind/advise our patients that the practice has not been “closed to patients” and we would like patients to continue to contact the practice with any medical issue (new or ongoing, also using your local pharmacies for small issues).

Patients have been able to book appointments with our clinical team and as a practice we have continued to offer face to face appointments with all our clinicians including our GPs.

We have continued face-to-face appointments for cancer screening (cervical smears), childhood immunisations, postnatal and 8-week baby checks, INRs, Wound Care, Minor Operations, Contraceptive services, to list just a few.





## **Text messaging Service**

We have been providing a text messaging /appointment reminder service to our patients for the past couple of years and we have found it to be greatly beneficial to the practice as well as the patient.

If you would like to receive appointment reminders or health campaign notifications via text messaging please speak to reception who will need confirmation of your mobile number.

Examples of why the surgery send texts messages are listed below:

- To ask you to contact the surgery for a result
- To be updated about a query
- To be offered a smear test
- To be offered a blood pressure check
- To be offered an NHS health check
- To be offered a vaccination
- To advise you if there has been a change to a clinic
- To offer you a GP

It is important to inform us of any updates to your mobile number. Please do check with the team when you can that we hold an up-to-date mobile number for you. The more mobile numbers we hold the more efficiently we can use NHS resources allowing us to invest in other additional services.

Please be aware we will never ask for patient's bank account details – we will only text you with regards healthcare issues.

## **PATIENT ACCESS ONLINE**

Did you know you can:

- Book appointments
- Order repeat prescriptions
- View your immunisation history
- View your medical history
- View your known allergies
- View test results

*If you would like more information regarding accessing patients access online, please contact reception or visit the following website:*

**<https://www.patientaccess.com>**



## **Vaccinations**

### **FLU Vaccines**

Our flu programme this year has been intense and we have had probably the highest uptake rate ever. We have been vaccinating over 65-year olds and 18-64 'at risk' patients and we are now in the process of vaccinating the 50-64-year olds.

Child nasal flu vaccines are also been offered to 2 and 3 year olds.

*YOU CAN EITHER BOOK VIA THE ON-LINE PATIENT ACCESS SYSTEM OR CONTACT RECEPTION ON 01684 577029 FOR APPOINTMENT AVAILABILITY -AFTER 11AM.*

### **COVID-19 Vaccines**

We are working extremely hard to plan for the roll out of the COVID-19 vaccine and working collaboratively with the Malvern Town practices.

We await further government instruction and will call patients for the vaccine when authorised.

### **COMING SOON - NEW WEBSITE**

We will soon be introducing a new Practice website – we are working with the 3 other GP Practices in Malvern to develop our websites -we will soon be sending a message to our patients with instructions how to access the website.



## Christmas opening times

Please see below our opening times over the Christmas period:

Please plan ahead and ensure that you allow at least 48 hours to order any medication, also if you have your prescriptions sent directly to a chemist allow 72 hours before collecting them.

Thursday 24 <sup>th</sup> December	Usual opening hours
Friday 25 <sup>th</sup> December	CLOSED
Monday 28 <sup>th</sup> December	CLOSED
Tuesday 29 <sup>th</sup> December	Usual opening hours
Wednesday 30 <sup>th</sup> December	Usual opening hours
Thursday 31 <sup>st</sup> December 2020	Usual opening hours
Friday 1 <sup>st</sup> January 2021	CLOSED
Monday 4 <sup>th</sup> January 2021 onwards	Usual opening hours

**ON BEHALF OF EVERYONE AT WHITEACRES MEDICAL CENTRE WE WISH YOU A MERRY CHRISTMAS AND A HAPPY NEW YEAR.**

