Issue 3 – March 2020

**Coronavirus**

All practices are currently working hard to ensure that staff and patients are protected as the coronavirus situation evolves.

If you visit to the practice please make sure that you use hand gels that are on offer in all our practices to try and reduce the spread of germs.

If anyone gets symptoms of coronavirus and you need clinical advice please contact NHS 111 online at <https://111.nhs.uk/covid-19> or call NHS111 (although the phone lines are very busy) or call the surgery. DO NOT come into our practices as we have vulnerable and elderly patients who are more susceptible to picking up the virus.

If you have travelled from any at risk area or you are concerned that you may have coronavirus then please DO NOT come to the surgery. You must self-isolate at home and contact NHS111.



**This advice is correct as at 6th March 2020 and may be subject to change.**

**Update on the Merger**

The merger was due to take place on the 1st April but has now been delayed until 1st June. There are a number of reasons for this delay, the main reason being that the process has proved quite complex. One of the practices, Kingswood has also decided to defer merging for a while due to the complexities of the process and they will be joining us at a later date.

**How to get an appointment?**

We know that as patients you main concern is around being able to make a phone call and get an appointment. We also know that this is not easy and despite all the Wyvern practices being either fully staffed or nearly fully staffed all practices are finding this a constant challenge.

However, on the plus side there are now many more ways to get an appointment at our surgeries which are listed below:

**Telephone the surgery** – this is the most popular way to try and get an appointment but often it can be difficult to get through on the phone and appointments do go quickly. All the surgeries have access to the overflow clinics at Moredon Medical Centre (SUCCESS centre) so you may be offered one of these appointments.

** Online** – 25% of appointments are offered online. You will need to contact your reception staff to arrange online access.

**NHS App** – this is an app on a smart phone that you can download. If you have online access (as above) then you can book appointments via this route.

 **Doctor Link** – this is a tool for patients to use to assess if they need an appointment with a doctor or nurse. You have to register for this service at [www.doctorlink.com](http://www.doctorlink.com) or download the app and then you can enter your symptoms and you will be advised if you need an appointment (which we will book for you).

 **NHS 111** – if you are assessed and it is deemed that you need an appointment this can be booked for you, but please bear in mind that this service is currently over stretched due to coronavirus queries.

**For more information on any of the above services please ask our reception staff.**

**What is going on at Hawthorn Medical Centre?**

**Easter Opening**

**The surgery will be closed on Friday 10th and Monday 13th April so please order medication in advance, if needed.**