

## STATEMENT FROM AMPLEFORTH & HOVINGHAM SURGERIES

26/03/2020

Ampleforth & Hovingham Surgeries has announced that from Thursday 2<sup>nd</sup> April all services including our dispensary service will be delivered from the Ampleforth Surgery. All collections of repeat and acute prescriptions will be from Ampleforth Surgery only. We are offering additional deliveries to patients who cannot collect their medication and whose family and friends are unable to collect on their behalf. These deliveries will be made by volunteers.

This will be a temporary change for the foreseeable future until services can safely return to normal post the COVID-19 pandemic.

This move allows us to create a 'hot' site and any patients who require a clinical assessment or examination with respiratory symptoms will be assessed at Hovingham Surgery. A 'hot' site will also reduce the risk of bringing the virus into our main site, therefore, providing a safer place to continue with urgent patient appointments. We can also continue to protect our staff and to provide a safe dispensary service.

This move will prepare the practice for potential staff shortages resulting in unsafe delivery of services to patients from multiple sites.

In light of the ongoing COVID-19 situation, the vast majority of consultations will now be done via phone, online or video consultation. Non-urgent & non- NHS work is being stopped or postponed.

We are continuing to provide:

- Medical advice and treatments to patients who are unwell, and face to face medical attention (including home visits) following remote consultation if it is deemed clinically necessary. Patients with potential COVID-19 will be assessed at our 'hot' site.
- Medication queries and supply of medication to our patients.
- Investigations for immediately necessary conditions eg blood tests and urgent referrals into secondary care or radiology.
- Palliative care for our patients.
- Wound management and dressings – nurses may encourage patients to self-care and we can provide dressings where possible.

- 6 - week post-natal mother and baby checks can be done at 8 weeks with a GP and an appointment immediately after with a nurse to provide the immunisations. This limits visits to the practice. GPs and nurses will contact parents ahead of the appointments; this will reduce the time required face to face at the appointment. Where possible appointments will be limited to one parent attending with the child and no siblings.
- Childhood immunisations.
- Long-term condition reviews for patients with severe diabetes, chronic obstructive pulmonary disease, asthma, chronic kidney disease, and mental health conditions will go ahead for patients who are deemed to be at a higher risk. These will be remote consultations and our team will contact these patients. Necessary blood testing will continue as requested by a clinician.
- INR testing and blood tests vital for ongoing monitoring of treatment or drugs such as chemotherapy, methotrexate.
- Smears for patients who still wish to attend, especially patients who may have had previous high risk changes/treatment to cervix or who are on more frequent recalls.
- Our nurses will continue to provide essential injections, such as Prostag, Zoladex and Nebido.
- Patients who usually have a Depo contraceptive injection may be switched to an alternative medication, GPs will provide advice on this.
- Patients who have regular B12 injections may be switched to oral medication, GP's will provide advice on this.

Regular reviews for medical conditions not mentioned above will be postponed for the foreseeable future. We will do our best to catch up when the current crisis is over.

If you are concerned about your health during this time, particularly if you have new worrying symptoms **not related** to COVID-19, please contact the practice and we will arrange for a nurse to telephone you.

If you have concerns regarding COVID-19 please visit the NHS 111 website or telephone NHS 111 if you do not have access to the internet.

**The partners and staff at the practice wish to thank all of our patients for their continued support during this anxious time.**