



Newsletter Summer 2020

This year has turned rather different than any of us had anticipated so we thought we would send you all a quick update on some of the changes we have made.

New Partner

We are delighted to welcome Dr Steve Scott-Perry as a Partner at Holly Tree Surgery. Steve has been a GP Partner within our CCG for the last 25 years and brings a wealth of knowledge and experience with him.

Face Masks

From Monday 22nd June we would ask all patients visiting the surgery to wear a face mask or covering whilst within the premises. Exceptions are children under 11 years of age, people with disabilities, or those travelling with someone who relies on lip reading.

Your compliance is much appreciated.

Appointments

In line with NHS England's guidelines on Coronavirus (Covid-19) our walk in appointment system was suspended in March to the current telephone appointment system.

If you need the assistance of a GP please telephone reception. Our receptionist will take your details and ask you some questions concerning your illness. Please provide them with as much succinct

information as possible to help us deal with your query. If you have something you wish to show the doctor such as a rash, wound or lump we may ask you to send us a photograph of it by sending you a link to your mobile phone. You can attach a small sized photograph(s) for the doctor to view which will be saved to your medical record.

A doctor will call you back but we are unable to say which doctor or give you a time frame, so please keep your phone with you. If we are unable to reach you after 3 attempts we will close the call. It would assist us if you book in between 08:15 and 10:30 or 15:30 and 17:15 Monday to Friday. If you call after 17:15 we may not be in a position to get back to you until the following working day. Please ensure we have your current contact details at all times.

Advice for Parents – Covid-19

The following link provided by the Royal College of Paediatrics and Child Health may assist parents:

https://www.rcpch.ac.uk/sites/default/files/2020-04/covid19_advice_for_parents_when_child_unwell_or_injured_poster.pdf

What to do if you think you have Corona Virus:

high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)

new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least one of these symptoms.

Use the 111 online coronavirus service if you have any of the above:

<https://111.nhs.uk/covid-19/>

Babies and Children under 5

Call 111 if you're worried about your child. If your child seems very unwell, is getting worse or you think there's something seriously wrong, call 999. Do not delay getting help if you're worried. Trust your instincts. Further advice can be found here:

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/coronavirus-in-children/>

Staying at home if you have symptoms (self-isolation)

If your symptoms are mild you must not leave your home. This is called self-isolation.

Anyone with symptoms must self-isolate for 7 days from when their symptoms started.

Anyone who does not have symptoms must self-isolate for 14 days from when the first person in your home started having symptoms.

Repeat Prescriptions

There has been a huge rise in demand for medication across the UK and following NHS England's current guidelines we may

only issue one month's supply of medication at a time.

Please help us where possible by ordering your repeat medications online by using either the NHS App which is free to download for both Apple and Android phones or one of the online providers. Just call Reception to confirm we have you registered as an online user.



From April 1st, 2020 prescription prices increased to £9.15. However, Pre-Payment Certificates (PPC) will remain at the same price. A 3-month PPC is £29.65 and a 12-month PPC is £105.90.

Please note that we are unable to accept prescription requests over the telephone.

Hospital Referrals

Where a referral has been sent to the hospital, please chase them directly if you have not heard from them. We are not notified regarding your referral until there is an outcome. The hospital will be the only ones who know where your referral is in their system.

Hospital Outpatient Appointment Contact Details:-

Frimley Park 01276 604 201
Royal Surrey 01483 571 122

Thank you

We would like to thank you all for your continued support and understanding at this difficult time.