



## **THE APPLES MEDICAL CENTRE – SUMMER NEWSLETTER 2020**

### **PATIENT PARTICIPATION GROUP -**

In the winter newsletter we wished all a healthy 2020 – well .....little did we know what was to hit us, even though in Dorset we have had low rates of infection. The way the Practice and indeed the Health Service will work after this pandemic disappears/changes, will change.

The Sherborne Primary Care Network (PCN) group had exhibited the lowest group of patients in the county that had been affected by the Covid-19 virus. That is good news. – *Bruce Duncan, PPG Chair*

### **SPECIAL MESSAGE FROM DR STEVE MORRIS:**

After much consideration Steve Morris has decided to retire on 1<sup>st</sup> September 2020 after 28 very happy years at The Apples Medical Centre. Please go to our website to see a short video message from Steve Morris (<https://www.sherborneapples.co.uk>) Normally we would keep a book in reception for people to write messages to Steve but in these COVID-19 times we are keeping footfall in the surgery to a minimum. Instead you could email a 30 second video message or a standard email to Steve via [applesmedcentre@nhs.net](mailto:applesmedcentre@nhs.net). We are delighted to welcome two new doctors to the practice, Chris Minton who is coming to Dorset from the Midlands and Dominic Parsons who is known to many already as he has done locums here. We are really looking forward to working together.

**HAVE YOU COVID SYMPTOMS?** – If you have any of the COVID-19 symptoms please follow the Government guidance and contact 111

What you can, and you cannot do in ENGLAND ONLY –  
the full internet/web link is as follows –

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do#vulnerable-groups-shielding-70-year-olds-and-over-and-care-homes>

**SHIELDED PERSONS ADVICE** – recently update on Tuesday 23<sup>rd</sup> June  
see below for the web site -

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

**SHERBORNE PRIMARY CARE NETWORK** – If a GP wants to see you and you do have COVID-19 symptoms you may be asked to see the GP in an isolation room (currently situated at The Grove Medical Centre) the GP will give you all the details/instructions during the Telephone consultation.

**PRACTICE PROCEDURES FOR NON-COVID-19 PATIENTS** – The practice has limited the face to face consultations, mostly via Telephone triage via contact reception, GP/clinician will phone you back, please do make sure that you are in or that you have your mobile to hand, it's very frustrating for the clinician to keep calling you back (for results this may not be until the GP who has requested your test is in the practice)

**BABY IMMUNISATIONS/VACCINATIONS, LEG/WOUND DRESSINGS** - have continued, and from 1<sup>st</sup> June, the slow introduction of routine services; e.g. Smears, Pneumococcal, Health Checks, Minor Ops (only when safe to do so and at the GPs decision) will start.

If requested by the GP, or Nurse or HCA, please come to the surgery car park, phone the surgery from your mobile and wait in the car. If not in a car, phone the surgery informing that you have arrived and wait at a social distance on the path, the clinician will collect you, NB; the clinician will be wearing full PPE, you will have your temperature taken, and given a mask to wear (or ideally to save our PPE bring your own face covering (please see exemption rules on our FB post) please try not to touch any surface in the surgery

If collecting a prescription, you will be sent an SMS message, of when to collect the prescription, please pay by card over the phone - again when coming to the surgery, phone the surgery and tell of your visit, or if no phone, please ring the door bell and wait for a receptionist to see you (the receptionist will be wearing a mask and/or visor) prescriptions will be placed on a trolley in the car park

#### NEW WORKING METHODS-



E-consult, via apples website, <https://www.sherborneapples.co.uk/> no login details required, reply given by the end of the next working day



Email to the generic email address [applesmedcentre@nhs.net](mailto:applesmedcentre@nhs.net)



Video Consultation – please see our Facebook page for full information or discuss with the clinician when you phone the surgery - It's completely free to use. iPhones running older software that has not been updated (iOS 12 and earlier) will need to download the **'Whereby'** app to join the consultation (you will not require to create a Whereby app account).

You will be sent a link via SMS which will take you both through to a video consultation on your phones.

As a patient you agree to take part in the process by clicking on the link to the video consultation. You can dissent at any point by either not clicking on the link to the video consultation or leaving the video consultation.

#### PRACTICE TEAM UPDATE:

**Nursing Team** – We would like to welcome Sarah Sutcliffe who joined us on 20<sup>th</sup> April 2020, she has settled in lovely in these strange times, her working hours are; Tuesday, Wednesday and Thursday  
Rosie Stynes – retired in September 2019 but has kindly offered to return to the practice to help, its lovely having Rosie back!

**Staff** – Reception/Dispensary since March we have been working in teams, but we are hoping soon to be back to full strength. We have installed three Perspex screens in the Dispensary/Reception pending more screens for admin – Administrative staff to work from home where possible – all staff to keep to the social distancing rules and from 15<sup>th</sup> June all staff working in patient facing areas will be wearing face mask, other staff walking around the practice in clinical areas will also be wearing masks – WE ARE DOING WHAT WE CAN TO REDUCE ANY RISK TO OUR STAFF AND PATIENTS

The Apples Patient Participation Group (PPG) is a voluntary group, established by patients of the Apples Medical Practice as a link with the clinicians and staff to represent the interests of all patients. If you have an interest contact – *Philippa Cannings* on 01935 812633