



## Practice Newsletter November 2021

Welcome to this edition of our Practice Newsletter. Life has continued to be extremely difficult for GP Practices, however we feel we have risen to the challenge and succeeded in maintaining excellent services throughout... we would like to thank all of you who have been patient and supportive to us during these difficult times.

# Face Masks

Thank you to everyone who has continued to wear their Face Mask (or covering) when visiting the Practice. These continue to be mandatory in the Surgery to protect not only our patients, but also our staff.

## What is your medical problem?

We have had patients complain that they do not want to disclose the reason for their appointment request with a Receptionist. Our Reception staff are all trained Care Navigators who will navigate your request to the appropriate Practitioner to suit your medical needs. If it is something of a sensitive nature, you do not have to go into great detail but a brief outline is required please – the Clinician needs this information prior to speaking to you. Thank you.

# Face-to-Face Consultations

In answer to numerous enquiries, YES we are carrying out face-to-face consultations and have done so since the beginning of the Covid pandemic. Telephone consultations are held in the first instance as not everyone needs to (or wants to) come into the Practice. **Those who need to be seen face-to-face are most definitely being seen.**

# PCR Tests

If you have any Covid-type symptoms (you may think you have a cold or the flu), you will be requested to have a PCR test prior to receiving a telephone call or being seen in the Practice. Treatment will vary depending on if it is a positive / negative Covid test result.



## Flu Vaccine: have you had yours?

- Are you aged 50 and over?
- Do you have a long-term condition e.g. Asthma, Diabetes, COPD?
- Do you have a child aged 4 years or under who has a history of significant respiratory illness?
  - Are you pregnant?
  - Are you a registered carer?

If you answer YES to any of the above and you have not already had or booked your flu vaccine, please ring Reception on 01529 240234 and the Receptionists will be happy to book you an appointment

## Shingles:

Are you aged between 70 and 79 years? Have you had your shingles vaccination? If the answer is NO – then please ring Reception on 01529 240234 to make your appointment.

Unfortunately, Patient Participation Meetings continue to be temporarily postponed due to the coronavirus. As soon as we are able to, we will set a date for the next meeting. The meetings are an opportunity to hear about developments, receive updates about the Practice and ask questions – we look forward to being able to hold a meeting again soon and seeing lots of patients there.



... is a quick and easy way to contact the Practice about a medical problem. To register, simply visit our Practice website at [www.ruralmedical.co.uk](http://www.ruralmedical.co.uk) click on AskmyGP, click consult your GP and sign up as a new user in just a few minutes.

Please don't forget the Practice is closed every Thursday between 1.30pm and 2.30pm for essential staff training

Please remember to check our Facebook page where we share important information

If you have a complaint, compliment, suggestion for improvement or any other issue you would like to discuss, please contact the Practice Manager, Jane Parry on 01529 240234 or [jane.parry@nhs.net](mailto:jane.parry@nhs.net)