

Dalton Surgery

COVID-19 Updates

Contents:

Page 3 – Prescription Ordering and Sick Note Collection

Page 4 – Face to Face Appointment Changes

Page 5 – Patient Online Access Changes

Page 6 – New E-Consult Information

Page 7 – New NHS App Information

Page 8 – Mental Health Support

Page 9 – Domestic Violence Support

Page 10 – COVID – 19 Community Response

Page 11 – Help with Food, Medicine and Basic Needs

Page 12 – Employment and Financial Support

Page 13 – Volunteering and Offering Help

MAY-JUNE 2020

PRESCRIPTION ORDERING & SICK NOTE COLLECTION

As a temporary measure prescriptions can be ordered over the phone.

If you are planning on requesting by hand please fill out the request slip located just before the interior doors and put in the red box located on the wall.

IMPORTANT

If you do not already have a nominated pharmacy please write your chosen pharmacy on your prescription slip or tell a member of staff over the phone as you will not be allowed to enter the surgery to collect this.

If you already have a prescription/sick note at the surgery to collect, we are now able to email Fit Notes to patients. If this is something you would want to do please contact the practice with your email address.

If this is not an option for you, please contact the surgery beforehand to make sure your desired document is ready to collect.

When arriving at the surgery our interior doors are locked for the best interests of the staff and the public, please politely notify the member of staff on the main desk at the time of collection and this member of staff will then safely bring this to you.

Please do not try to push our interior doors

MAY-JUNE 2020

FACE TO FACE APPOINTMENTS

Due to the recent COVID-19 Pandemic we have temporarily suspended offering face to face appointments to our patients. Instead, we are offering telephone appointments with the GP/ Practice Nurse. If you would like to speak with a GP / Practice Nurse please phone the surgery as normal and the team can arrange this.

With the governments guidance we will continue to invite patients in for the following:

- Baby/Child Immunisations
- Whooping Cough Vaccinations
 - Baby 6-8 Week Checks
 - Any Urgent Vaccinations
- Any patients invited in by the GP/Nurse

If you are unsure whether you need to be seen in practice or not, please don't hesitate to contact the surgery.

We are here to help.

MAY-JUNE 2020

PATIENT ONLINE ACCESS

Public Health England and NHS England have advised General Practices to disable patient on line access for booking appointments only.

As from Wednesday 10 March 2020 we have disabled this as a temporary measure.

If you have any trouble using online access to order repeat prescriptions, please refer to **Page 2**.

New E-Consult Information

Are u finding it difficult to contact us during this uncertain time?

Do you have access to the internet on your computer or smart device?

If so, why not try using our new e-Consult service, a facility for patients wanting to contact the GP for medical or administrative issues without the need of a password or signup. Help protect patients and our staff by using our online service, which is available 24:7, via our website:

Daltonssurgeryhuddersfield.com

Simply use e-Consult and avoid the queue.

For more information on e-consult, visit their website:

<https://econsult.net/about-us/>

NHS APP

The NHS App has been developed by the NHS in England.

It is a new way for YOU to connect to your practice and other NHS services, allowing YOU to:

- Check your symptoms using the health A-Z from the NHS website
- Find out what to do when you need help urgently using NHS 111 online
 - Book and manage appointments at your GP practice
- Order repeat prescriptions for collection at your practice or a pharmacy you have already nominated
 - Securely view your GP medical record
 - Register to be an organ donor
 - Choose how the NHS uses your data.

To find out more information or get help on the NHS app please visit:
www.nhs.uk/apphelp

AVAILABLE ON THE APP STORE OR GOOGLE PLAY STORE.

Mental Health Support:

Samaritans:

Samaritans has a free to call service 24 hours a day, 365 days a year, if you want to talk to someone in confidence. Call them on 116 123.

24 Hour Mental Health Helpline:

Support, Advice, Information and Guidance: 0800 183 0558

Dealing with a mental health crisis or emergency

If this sort of situation happens, you should get immediate expert assessment and advice to identify the best course of action:

- if you have already been given a Crisis Line number from a health professional, please call it
- if you're under the care of a mental health team and have a specific care plan that states who to contact when you need urgent care, follow this plan
- Mind also provides information about how to plan for a crisis
- Samaritans has a free to call service 24 hours a day, 365 days a year, if you want to talk to someone in confidence. Please see the number above.
- find local crisis support services near you that can support you
- you can contact NHS 111 if you need urgent care but it's not life-threatening
- in a medical emergency, call **999** if you are seriously ill or injured and your life is at risk. A mental health emergency should be taken as seriously as a physical health emergency

For more Mental Health Support please visit:

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19>

This includes information to support people with a learning disability, autism, older people, and dementia.

MAY-JUNE 2020

Domestic Violence Support:

If you are controlled or physically, sexually, economically or emotionally abused by a partner, ex-partner or family member, this is domestic abuse.

Household isolation rules do not apply.

**If you are in immediate danger, or suspect someone else is, call
999.**

Help lines for Domestic Violence:

Refuge:

The Freephone 24-hour National Domestic Abuse Helpline run by Refuge offers support for women: 0808 2000 247

Respect Men's Advice Line:

The free Respect Men's Advice Line offers support for men: 0808 801 0327

Galop's free National LGBTQ+ Domestic Abuse Helpline :

Offers support for LGBTQ+ people: 0800 999 5428

Respect Phone Line:

The free respect phone line offers support for men and women who are harming their partners and families: 0808 802 4040

NSPCC:

**The free NSPCC helpline offers support for anyone worried about a child:
0808 800 5000**

MAY-JUNE 2020

COVID-19 Community Response:

Community Response is aimed to support those who are most vulnerable and in need, and who cannot currently get this help directly from friends, relatives or neighbours.

If you are under 18:

Please do not complete the form, but instead ring Kirklees Council's children's line:

Phone 01484 456848

If you need help with personal care:

If you need help to go to the toilet or help with washing and dressing and you have no one to help you (or your carer can't continue), please call Gateway to Care:

Phone 01484 414933 (Monday to Thursday from 8am to 5pm, Friday from 8am to 4.45pm)

Outside office hours please complete the online form to let us know what you need help.

How to request support:

If you don't have anyone to help and are struggling, for example, to get food or essential supplies, please complete our online form.

<https://my.kirklees.gov.uk>

Help with food, medicine and basic needs:

If you are Shielding:

- Please go to the Government Support website (<https://www.gov.uk/coronavirus-extremely-vulnerable>) to register that you have got your letter and confirm if you need help at the moment.

Please contact your local council if you have an urgent need. Local councils are working with voluntary sector organisations and local communities to support residents in the response to COVID-19. You can find information about your local council here: <https://www.gov.uk/find-local-council>

Anyone in need (including those in the Highest Clinical Risk group) :

NHS Volunteer Responders:

You can submit a live referral for an individual that needs support or an NHS service that requires volunteers providing they meet the referring criteria at

<https://www.goodsamapp.org/NHSreferral>

Or on 0808 196 3382.

Volunteers can provide:

- (1) Check in and chat support – short-term telephone support to individuals who are at risk of loneliness as a consequence of self-isolation (note, this is not mental health advice)
- (2) Community support – collection of shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home
- (3) Patient Transport – transport to take patients home who are medically fit for discharge
- (4) NHS Transport – who will deliver medicines on behalf of the community pharmacy or dispensing doctor.

Employment and Financial Support:

The government has provided advice on employment and financial support on their website:

<https://www.gov.uk/coronavirus>

This includes information on:

- if you are unable to work : if someone at home is unwell
- On Furlough : What happens if your employer has no work for you
- Unemployed : What to do if you have lost your job
- Self Employed : What to do if you are getting less or no work
- Already getting benefits : How they're affected
- Self Employed – Getting financial help and keeping your business safe

Volunteering and Offering Help

Volunteering if you're not at high risk

You can volunteer if:

- You're well
- Nobody in your household has coronavirus symptoms, for example a cough or high temperature
- You're under 70
- You're not pregnant
- You do not have any long-term health conditions that make you vulnerable to coronavirus

You can:

- shop for food and medicine (online, or in person)
- deliver food and medicine
- help with food banks and homeless services

To apply, volunteer through your local council. Find your council's website and search for information about volunteering during coronavirus.

You can also apply to volunteer through a charity or organisation:

- You can donate to the National Emergency Trust whether or not you're at high risk.

Volunteer the help of your business:

- You can offer support from your business to help with the response to coronavirus.

For More Information on Volunteering Visit:

<https://www.gov.uk/volunteering/coronavirus-volunteering>