

Kilwinning Medical Practice

Welcome to our COVID 19 Newsletter 2020



Welcome to our COVID19 newsletter.

It has been a very busy time over the last few months with all the changes that have been happening within the practice due to COVID19 Pandemic.

We have put together this special newsletter to advise you of the changes and things that we have put in place. Our aim is to provide the care our patients need in the safest way for patients and staff.

This newsletter details the services which have been put on hold at present and how our appointment system is working currently. We will explain more about shielding and what this means for patients who are shielded and give more information about the help that is available in the community.

The surgery doors remain locked at present and patients are asked to press the bell for the video door entry system and then you will be buzzed into the practice—the safety of our staff is paramount and we need to reduce the amount of patients attending the practice.

We hope that you are well and that you staying safe.

Eileen Singleton
Practice Manager

Appointments

Urgent Appointments—requests for urgent appointments are triaged on a daily basis by our Triage Team—please continue to call the surgery between the hours of 08.30-10.30 if need to be seen urgently.

Routine appointment—the majority of these will be dealt with over the phone we have routine TC appointments available for our GPs and ANPs on a daily basis and can be filled by the staff.

Some patients will need to be seen at the practice and they will be given appointments by the GP or ANP —we have specific consultation room set up as Isolation rooms where the clinical staff will be fully dressed in PPE when seeing you and as long as you do not have COVID19 symptoms it is safe for us to see you.

Suspected COVID19 patients are being asked to call NHS24 on 111 to get assessed at the COVID Hub at Crosshouse Hospital—if you are not able to get to the hub due to extreme circumstances then we can see you at the practice in our COVID19 Isolation Room but please be aware we may need to admit you. We do not have any facilities at the practice to test for COVID19.

Public Holidays

Due to the outbreak of COVID19 the practice will be open during the public holidays in May. Some of the chemists are not open for full days please be mindful if you are looking for a prescription and we have already put it into the chemist - we cannot issue another one.

SHIELDED PATIENTS

All patients that meet the criteria for Shielding have been sent out letters from the Scottish Government explaining everything that they need to do while they are shielding etc. The Community Hub in Kilwinning can be contacted for any difficulties that patients who are shielded may be having ie picking up of medication, weekly shopping, etc the number is

01294 310000.

Welcome.

We are delighted to welcome Dr Preetha Manoharan to our Practice team, she will be a great addition to our team and

NURSING APPOINTMENTS

Health Care Assistant Appointments—the HCAs are still running surgeries to take bloods from patients that are required due to their specific condition for emergency reasons, etc.

Practice Nurses Appointments—the PNs are available to carry our childhood immunisations, baby checks, dressings, certain injections. They provide telephone consultations for HRT and contraception advice.

Physiotherapy Appointments— Our Physiotherapist Ryan is working remotely online and is able to give patients advice over the phone and on some occasions he would be able to do Video Consultations.

Mental Health Practitioner—Our MHP is still working within the practice Mon/Wed-Fri and can be contacted in the normal way—the majority of his appointments will be dealt with over the phone.

SUSPENDED SERVICES DUE to COVID19 Pandemic

Contraception services—implant and coil fittings are not being carried out—relevant patients have been lettered. Ring pessaries are not being changed. If you are having any problems please speak to the surgery.

Smears—not being carried out at present, we await national guidance on this.

Minor Operations—not being carried out.

Bowel/Breast/AAA screening—not being carried out nationally.

Chronic Disease Management—annual reviews are being put on hold if patients are well controlled. If you have any concerns about your chronic disease then a telephone review can be arranged.

VIDEO CONSULTATIONS Near Me (Attend Anywhere)

Near Me (Attend Anywhere) is a video consulting service that enables people to have health and social care appointments from home or wherever is convenient. All you need is a device for making video calls like a smartphone and an internet connection. Near Me is a secure form of video consulting approved for use by the Scottish Government and NHS Scotland. If you have spoken to the practice and been given a video consultation appointment you can click the link on our website and go straight to the waiting room at the time of your appointment.

What are the benefits of Near Me?

- ◇ Reduce exposure to COVID19 by consulting at home and not needing to attend surgery.
- ◇ Reduced travel to appointments: time, cost, convenience