

COVID 19

During this period, all appointments will be triaged at 8am for Phone Appointments or actual appointments and again at 1.30pm.

**Until further notice, only 8 people at a time will be allowed into the surgery to allow social distancing, and ALL patients must provide and wear their own facemasks. If you are exempt, please provide the relevant documentation.**

The Grove Medical Centre will now be offering:

Telephone triage every day Mon-Fri from 8am to which Doctors will make a clinical decision if patient needs to attend surgery.

Emergencies ONLY again at 13:30

Telephone triage also offered for Monday evenings and Saturdays - for medication reviews and Results

**Nurse appointments can be made to attend Surgery for:**

Blood Tests, Wound Care, Well Women, Injections & Child immunisations and Diabetic reviews.

Dr McCulloch and Nurse Clare are now partners in the Surgery. travel advise/vaccinations until further notice.

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**Surgery POD**

The Practice now has a new Surgery Pod that can be used by patients without clinical supervision to perform tests and provide information that will be transferred directly to your patient medical record. The Surgery Pod is a multilingual touchscreen computer that is connected to digital scales and our blood pressure monitor.

You can use the Surgery Pod to measure your blood pressure, weight, input your height (using standalone height measure) and answer questions about your lifestyle such alcohol intake, smoking and exercise. The Surgery Pod also allows for reviews of anxiety, contraception as well as a comprehensive new patient health review. Other types of reviews may be added in the future.

The Surgery Pod is located in the Booth next to the reception desk. Appointments slots to use the surgery pod can be booked any day by calling reception on 020 3538 3959 – Please advise the receptionists what you will be using the Pod for so that they can allocate the correct amount of time for your visit. We would recommend calling between 10.30-12.30 and 2.30-4.30 to book a appointment slot with the pod. The Pod with have available slots between 8.30am – 6.30pm every working day.

When using the Pod please follow the instructions that are provided in the booth - If you get stuck, please speak with a receptionist who will be able to assist.

Flu Jabs

Flu jabs are available in October 27th, 31st, and November 14th. Weekdays are 8.30am to 10.30am, and weekends 8.30am to 11.30am.

Call to book an appointment.

THE GROVE MEDICAL CENTRE

NEWSLETTER

AUTUMN 2020

**NO travel advice/vaccinations until further notice.**

General Appointments/queries

**Please call after 10am. Please do not call at 8-9.30am or 1.30-2.30pm as these are the busiest times with emergency calls.**

Practice news

Dr Sands has now left the Grove Medical Centre to set up as a Private GP

A New GP has joined the practice, Dr Ragiv Chandegra, he will be working on Wednesdays and Thursdays

The Practice are still looking to hire another GP to join.

Join our Patient Participation Group

This helps both staff and patients to help the surgery run more smoothly and help to influence changes to the surgery that will help both staff and patients. If you are interested – please email: [thegrove.ppg@nhs.net](mailto:thegrove.ppg@nhs.net) or ask at reception for a form.

THE GROVE MEDICAL CENTRE

NEWSLETTER

Autumn 2020 Page 2

USEFUL INFORMATION

**Lunchtime closures for Staff Training**

Staff training will still be taking place on the last Wednesday of every month between 12.30pm – 1.30pm

Further Useful information

**.** Cancer and Covid 19

## [I have symptoms of cancer what should I do during the coronavirus outbreak?](https://www.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus/cancer-symptoms)

Contact your doctor if you notice a change that isn't normal for you or you have possible symptoms of cancer. Spotting cancer early means treatment is more likely to be successful.

Hospital teams are taking care to limit your risk of exposure to coronavirus if you need to go to the hospital. Cancer treatment centres have also been creating COVID-19 protected areas to make sure it is safe for people with cancer.

Useful Links:

<https://www.cancerresearchuk.org/>

<https://www.healthwatchhertfordshire.co.uk/>

More useful information and weblinks can be found on the Surgery Website.

Protect yourself and your loved ones, remember to check for signs of cancer on a regular basis.

Dementia

Dementia is an umbrella term used to describe a range of progressive neurological disorders.

There are 5 main types of dementia: Alzheimer’s disease, vascular dementia, dementia with Lewy bodies, frontotemporal dementia, and mixed dementia.

Useful Links:

[https://www.dementiauk.org/](https://www.dementiauk.org/?gclid=EAIaIQobChMIk8Hpnaa37AIVJ4BQBh1iKQIaEAAYASAAEgJxh_D_BwE)

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**DENTAL ISSUES**

The Surgery CANNOT deal with any dental issues, you need to call 111 and they will provide you with information for Dental Practices that are open. This includes if you need antibiotics for a tooth, root or gum infection.

Talking Newspaper / Vision Impaired Club

Paul Sennett 07751 725041 or [pwgsennett@outlook.com](mailto:sarah.capocci@hotmail.com)

if you have signed up to the new patient system at our surgery, you can download the patient access app from the App Store or Google Play which will make life easier for you to access your information, order repeat prescriptions etc.

THE NHS COVID 19 APP

This is a very useful App, as lots of restaurants and Cafes are now putting up the QR code to “sign in” to their restaurants which the App uses.

It can be downloaded from both the app store and google play.

**Practice news**

**Dr McCulloch and Nurse Clare are now partners in the Surgery.**

