



Aspen Medical Practice

# Practice Newsletter

## June 2020

### Changes in response to Covid-19

Thank you for all your support during these unprecedented times. The face of General Practice has changed and despite our best efforts Covid-19 is here to stay for the foreseeable future.

Our priority is ensuring patients and staff are kept safe. We are operating an appointment system where the majority of consultations are conducted either online, by text, or via telephone or video call. If an examination is needed, the majority of the history will be taken over the phone and the actual appointment time kept short and limited to examination and plan.

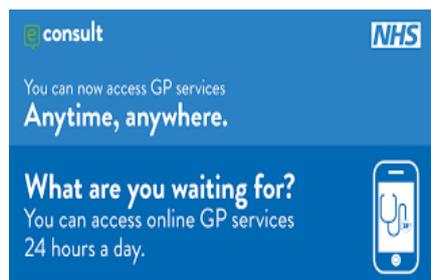
Please when you attend appointments, wear a fabric mask, come alone if possible, do not bring food and drink, bring a urine sample if needed as there are limited toilet facilities. Please sit 2m apart and do not arrive more than 5 minutes before your appointment time.

It is important we have a current mobile number and email. Please update via the website if these change.

### Launch of E-Consult

This online consultation tool is accessed via the website. It will navigate you to the care you need which may be self care, support from pharmacy or completing an online consultation which will be passed to a Doctor or Nurse.

These online consultations where possible will be dealt with on the same day if they are received before 4pm. You may get a response by text message or the clinician may call you to discuss further. Many of the templates allow a picture to be unloaded which is especially useful for skin conditions or lesions. You can also submit an e consult through the NHS App.



### Launch of NHS App

The NHS App allows you to order prescriptions, book or cancel appointments, look at your records and submit an online consultation all from your smart phone, anytime, anywhere.

Simplify your life, whilst covid-19 tries to keep it complex, download the app today

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

### Saintbridge Surgery Covid-19 Hot Hub

We will continue to use Saintbridge Surgery as our Covid Hot Hub for the foreseeable future. Where possible patients will be

seen in your car. When you are sent to Saintbridge for an appointment please remain in your vehicles and ensure your mobile phone is with you as the clinician will call and take a history on the phone first.

### Tuffley Surgery

We feel Tuffley Surgery is important in providing care to the patients of Tuffley. However, at present the site is closed to patients. This is because it is currently being used as an isolation site for vulnerable staff who can not work in clinical areas. We also had problems before closure where due to staff either isolating or being unwell an unsupervised Nurse was left alone or there was no receptionist, To survive Covid-19 we have had to pool our resources and work together to avoid conflicts to patient care.

### Follow us.....

We have joined Social Media

We are delighted to now have our own facebook page, twitter account and instagram account, please follow us via our website or by searching for us. We will be using social media to share information and keep patients updated. We will not respond to messages or comments directly so please direct these through the website via the feedback to practice section.

## Virtual Carers Support

Our monthly carers support has gone virtual and we are now offering monthly zoom meeting with Gloucestershire Carers Hub. Please join us online. Our next meeting is 10th June at 11am. <https://us02web.zoom.us/j/3263814650...>  
Meeting ID: 326 381 4650  
Password: 996960

## Eat Real Food Support Groups



Our monthly eat Real food Support group has also gone virtual. Learn more about the benefits of an Eat Real Food lifestyle on our website and join us Zoom Meet Up for June is on Tue 23rd 6-8pm.  
Meeting ID  
857 6068 5644  
Meeting Password  
878313

## Stay Safe

Please remember to wash your hands for 20 seconds, keep 2m from your neighbour, wear a mask where possible and do not attend appointments if you have cold or flu symptoms, cough, fever or have lost sense of taste or smell.

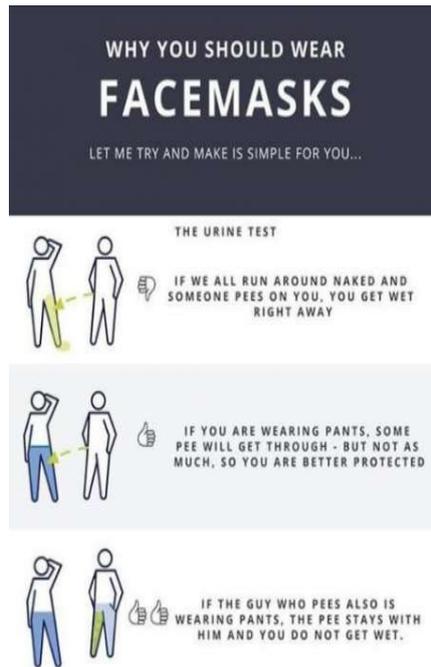


## We are on a Mask Mission

Wearing a mask reduces the risk of transmission of Covid-19. We are asking all patients to wear a fabric mask where possible when they attend the Surgery.

“My mask protects you, your mask protects me” is the motto.

We have had some very kind donations of masks which can col-



lected from reception for a donation of £1. Funds raised will be split between the Gloucester Food Bank, Winston Wish & The Sarcoma Trust.

If you are able to donate masks to the surgery please get in touch via our website we would love to hear from you.

## CQC inspection Rated Good

On Valentines Day before the Covid-19 Pandemic hit Gloucester we were inspected by CQC. We are very proud of our amazing team who helped us achieve a good rating.

## How to get tested

Covid Testing is available if you have a cough, fever or loss of sense of smell or taste, Book online

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

Antibody testing by blood test which tells us if you have had Covid-19 previously will be available hopefully locally in the next few weeks. But is not yet available for patients.

## Aspen PPG

What does PPG stand for?

Patient Participation Group

What do we do?

We are a group of patients who meet every six weeks with the practice and advise on patient experiences to help improve the services that we the patients receive. Carry out research into the views of the patients who use the practice by carrying out surveys and regular communication with the patient population.

If you would like to be part of this group, or want to know more than please contact reception or visit the Aspen website on the left hand side near the bottom you will find Patient Participation Group, click on this for information.

We would be pleased to welcome new members.

<https://www.aspenmedicalpractice.nhs.uk/navigator/patient-participation-group-registration/>