

# Much Wenlock & Cressage Medical Practice

# Practice News

OCTOBER 2020

Dear All,

A note from us to you to say thank you yet again for your continued patience and understanding. We appreciate that things have been difficult and different for a long time now and the end of COVID-19 remains very much uncertain for all of us. We want you to know that although the ways in which you access us might be different, we continue to be here and working to help treat, help and support you all,

From all at Much Wenlock and Cressage Medical Practice

A Bit Of Housekeeping....



- **Prescription Requests**

Can we give a polite reminder that the designated prescription telephone line is manned between 10:30 and 12:00 Monday to Friday, and that if you call outside of these hours our reception staff will be unable to process your request. We appreciate that this may be difficult to contact the practice during these hours, so medications can also be ordered online via Patient Access which can be accessed on our practice website [www.muchwenlockandcressagemp.co.uk](http://www.muchwenlockandcressagemp.co.uk). Unfortunately we are unable to accept requests for medications sent directly to our practice email address.

- **Testing of Urine Samples**

We ask that the only urine samples brought to the surgery are those requested by a clinician. Our reception team can only accept these samples and they must be clearly labelled and with a completed form. The form can be downloaded and printed from the practice website or completed in the practice. If you feel that you need a sample to be tested we kindly ask that you complete an eConsult (link available on the practice website) or book a telephone consultation with our Nurse Triage team.

- **Blood Test Results**

If calling the practice for blood test results, please telephone after 14:00 Monday to Friday. We ask that you do this to avoid longer queueing on the telephone system and peak times during the day.

We hope that you understand that these changes and timings are done to ensure we are able to provide the best clinical care for all of our patients, whilst ensuring we use our resources effectively and giving you the best possible experience as patients.

Thank You

## **Flu Clinics**

This year we will obviously have to do things a little bit differently. What hasn't changed is our aim to vaccinate all those eligible in a safe and efficient environment. COVID-19 has posed challenges throughout the year and flu clinics are no different. We need to find a way to provide mass vaccinations whilst ensuring social distancing between patients and minimal risk of any viral transmission between patients and clinicians. A 'Drive Thru' clinic would allow just this and is how we hope to conduct our first two flu clinics.

General Practices have been advised by the Government and Public Health England as to the order of vaccine administration. The first priority groups to be vaccinated will be

- Extremely high risk or 'Shielding' patients and their household members
- Pregnant Women
- Care home residents

The next groups to be vaccinated are

- Patients over 65 years of age
- Patients under 65 years of age with long term conditions

The final group to be vaccinated will be

- Patients aged 50 – 65 years of age with no pre-existing conditions

To find out if you are eligible for a flu vaccination please visit [www.nhs.uk](http://www.nhs.uk)

## **Clinic Dates**

26<sup>th</sup> September 2020 at 09:30 - 16:30, William Brookes School, Much Wenlock

10<sup>th</sup> October 2020 at 09:30 – 16:30, Williams Brookes School, Much Wenlock

## **Booking**

To book a flu vaccination in one of the above clinics please ring the surgery. We ask that you call in the afternoon Tuesday – Friday to avoid busy times on our phone lines and enable us to process urgent patient calls outside of these times.

## **Preparation**

If you are unwell or have a temperature please DO NOT ATTEND the clinic. Your appointment can be rearranged for a time when it is safer for you to be vaccinated.

When attending a Drive Thru Clinic please

- Have your name clearly displayed on the dashboard to enable our administrative team to identify you quickly within the records
- Ensure that your upper arm is easily accessible to administer the vaccination
- When asked to stop at the vaccination tent please ensure the handbrake has been safely applied and take care when pulling away from the area

We look forward to seeing you in a Flu Clinic soon!!