

A Covid Poem To Our Patients

We know that things are difficult,
Challenging in so many ways.
From us at the Medical Practice,
There's a few things we'd just like to say.
Thank you for understanding,
For being patient as so much has changed,
For helping with scrubs and deliveries,
Too many people for all to be named.
We know that it must feel quite strange,
Seeing us in scrubs and faces covered with masks,
But I promise underneath we're still smiling
And here to help with anything you ask.
The way you access us may be different,
Using the internet, video and phone,
But no matter your circumstances or problems,
We promise you won't be alone.
Our staff are all still here working,
Making sure you get the best care.
So remember no matter what happens
Your surgery is always still there.

Keeping You Safe

Our priority as always is the health and well-being of our patients, and we are maintaining measures to ensure we keep you as safe as possible.

- Face Coverings – we are continuing to ask that you wear face coverings when attending the practice to minimise the risk of any transmission of the virus to other patients or our staff.
- Staggering Appointments – we are carefully arranging appointments to avoid having people waiting in the building or elsewhere, however we ask that you are prepared that you may need to wait in your car or outside if the room is not ready for you to come straight into, as it may be occupied or being cleaned.
- Access – we ask that you continue to access us as you have continued to do so during COVID-19 via eConsult and the phone system. This is to ensure that you only attend the surgery for a planned reason and to reduce the numbers of people attending in the waiting room areas for your safety.

SOCIAL PRESCRIBING AND COMMUNITY & CARE COORDINATOR SERVICE

As we say every month these are challenging times, but we all faced challenges before COVID-19 as well. We are conscious that some of our patients would benefit from having some extra support in health, well-being and care. We have a dedicated Social Prescriber and Community & Care Coordination services which may be of help.

Community and Care Coordinator

Jeremy Roberts is our Community and Care Coordinator and can help you find your way around systems which can often seem complicated and confusing. Patients and carers across all age groups in need of help and support can benefit from this service, signposting people to save time and access local services.

Jeremy can help with information on things such as

- Local activities, interests and day centres
- Help for people living alone and staying independent
- Transport for appointments or other activities
- Support for you or someone you care about
- Finding a carer or Care Home
- Organisations that can help with aids and adaptations in the home

Social Prescribing Advisor

Becky Jennings is our Social Prescribing Advisor and works with clients over a period of 3 to 6 months which is currently provided by telephone but in the future, it will be by face to face appointments at the surgery. Becky helps people to understand their health and wellbeing needs and supports them in setting realistic goals and developing an action plan to achieve these. She will also enable them to access support and services in their own community and monitors their progress.

Many people can benefit from Social Prescribing, this includes those who may be:

- Feeling worried or anxious
- Feeling lonely or socially isolated
- Living with a long-term condition
- Wanting to make changes to their lifestyle
- Caring for someone

The service is also keen to support those who would benefit from support to cope with their stress, concerns or anxieties caused by social isolation and Covid-19 or who may require support from Becky to plan and action how their practical needs will be met during social distancing.

If you think this is something you would be interested speaking with our Community and Care Coordinator or Social Prescribing Advisor then please contact us at the surgery so we can arrange an initial appointment.