



Kensington Group Practice

DONEGALL ROAD AND FINAGHY
Medical Centre

PRACTICE NEWSLETTER 27TH JULY 2020

**Welcome to our practice newsletter.
As before, this is an interactive
newsletter, please click on the pictures
for further information.**

**This month we share some useful information about our
arrangements to help mitigate against Covid-19 while on our
premises, and how we need your help in helping us deliver our
services in a safe and effective manner; as well as other useful
Public Health information.**



CORONAVIRUS (COVID-19)

**WE ALL
MUST DO IT
TO GET
THROUGH IT**



STAY SAFE



SAVE LIVES

**The NiDirect website, regularly
updates with a range of information,
including easing of lockdown
restrictions, travel restrictions, which
you may find helpful.**

CORONAVIRUS (COVID-19)

**COMMUNITY HELPLINE
0808 802 0020**

COVID19@ADVICENI.NET
TEXT ACTION TO 81025

HELP US REDUCE RISKS OF COVID-19

DO NOT ENTER THE SURGERY BUILDING IF YOU HAVE A HIGH TEMPERATURE, AND/OR PERSISTENT COUGH. IF YOU DEVELOP THESE SYMPTOMS AFTER BOOKING AN APPOINTMENT, PLEASE CONTACT US TO CANCEL AND SEEK FURTHER ADVICE.

NO MORE THAN 12 PATIENTS WAITING IN THE BUILDING AT ONE TIME. IF YOU SEE MORE THAN THIS, WAIT OUTSIDE, OR IN YOUR CAR.

PLEASE WEAR YOUR MASK OR FACE COVERING WHILE IN THE BUILDING.

USE OUR HAND SANITISERS ON ARRIVAL.

PLEASE MAINTAIN SOCIAL DISTANCING WITHIN THE BUILDING WHEREVER POSSIBLE.

PLEASE DO NOT LEAN OVER RECEPTION COUNTER.

DO NOT ATTEND THE RECEPTION DESK FOR QUERIES THAT COULD HAVE BEEN DEALT WITH BY PHONE. IF UNAVOIDABLE, KEEP YOUR CONTACT SHORT AND TO THE POINT.

PLEASE DO NOT ENTER THE BUILDING TO ORDER PRESCRIPTIONS - ORDER THESE BY PHONE, OR ONLINE.

PLEASE DON'T ENTER THE BUILDING TO COLLECT PRESCRIPTIONS, OTHER THAN IN EXCEPTIONAL CIRCUMSTANCES - YOUR PRESCRIPTIONS CAN BE FORWARDED TO YOUR CHOICE FROM A RANGE OF LOCAL PARTICIPATING CHEMISTS.

WHEN ATTENDING THE SURGERY, PLEASE ATTEND ALONE, UNLESS YOU NEED ASSISTANCE OR ARE PROVIDING ASSISTANCE TO SOMEONE.

IT IS VERY IMPORTANT WE TAKE ALL REASONABLE MEASURES TO PREVENT CROWDING IN THE SURGERY, AND MINIMISE CONTACT WITH STAFF, AND EACH OTHER; HENCE REDUCING TRANSMISSION RISK.

HELP US MANAGE DEMAND AT AN INCREASINGLY BUSY TIME

WE HAVE ALWAYS BEEN KEEN TO EMPHASISE WE REMAIN AVAILABLE TO PROVIDE SUPPORT ABOUT MEDICAL CONCERNS DURING THE COVID-19 SITUATION, AND THIS REMAINS THE CASE.

AS WE GET BUSIER AS WE APPROACH A NEW NORMAL, IT IS IMPORTANT WE CONTINUE TO REVIEW OUR PROVISION TO MAKE SURE WE PROVIDE THE BEST POSSIBLE CARE IN THESE MOST UNUSUAL CIRCUMSTANCES.

WHEN YOU PHONE TO SEEK ADVICE FROM THE GP, OUR RECEPTIONISTS HAVE BEEN ASKED BY THE DOCTORS TO GATHER SOME DETAILS AS BEFORE, TO HELP PRIORITISE.

URGENT MATTERS WILL BE DEALT WITH FIRST, LESS-URGENT MATTERS MAY BE DEALT WITH LATER THAT DAY, OR LATER IN THE WEEK. PLEASE MAKE EVERY EFFORT TO LOG YOUR CALL REQUEST WITH US BEFORE 11AM. THERE MAY BE SOME MATTERS OUR ADMIN STAFF CAN RESOLVE.

WE FIND MONDAYS TEND TO BE OUR BUSIEST DAYS FOR TELEPHONE ADVISE REQUESTS, AND PRESCRIPTIONS. PLEASE CONSIDER IF YOUR REQUEST CAN BE MADE LATER IN THE WEEK. ALSO, YOU MAY FIND IT SLIGHTLY EASIER TO GET THROUGH.

This leaflet covers the Belfast Health and Social Care Trust area

Make sure you Choose well

...and you may be feeling better quicker.



Self-care
Pharmacy
GP
Mental Health Care
Minor Injuries Unit
Emergency Department
999

HSC Health and Social Care

To find out more, visit www.nidirect.gov.uk/choosewell



MANY ISSUES CAN BE MANAGED WITH SELF-CARE, AND WITH YOUR COMMUNITY PHARMACY; PLEASE CONTINUE TO DO SO, WHERE APPROPRIATE. CLICK ON THE PICTURE FOR FURTHER INFO.



Dropping in a urine sample? Please include on a note with name, date of birth and any symptoms, and contact number, and leave in between 8.30 and 11.30 am Mon-Fri.



YOUR NHS NEEDS YOU. HELP US FIND A VACCINE FOR COVID-19.



Join the NHS COVID-19 vaccine research registry.

The new NHS vaccine research registry will help NHS-approved researchers to get in touch with volunteers.

1. Sign up by adding your details to the registry.
2. Researchers will contact you with suitable studies and you can decide to take part or not.

Sign up today:

nhs.uk/researchcontact

#bepartofresearch



TEST TRACE PROTECT A STEP-BY-STEP GUIDE

Test ✓ Trace ✓ Protect ✓ HSC Health and Social Care

<p>1 SPOT THE SYMPTOMS</p> <p>If you have a new persistent cough, fever or loss of or change in sense of taste and smell, you and everyone in your house should immediately self-isolate.</p>	<p>2 REQUEST A TEST NOW</p> <p>Visit nidirect.gov.uk/coronavirus to book a test online. Call 119 if you cannot book a test online.</p>	<p>3 ISOLATE</p> <p>Isolate for 7 days after symptoms appear, longer if fever continues (until at least 48 hours after your temperature returns to normal). Other people you live with should isolate for 14 days.</p>
<p>4 GET TESTED</p> <p>Testing is carried out at drive through testing centres and you must arrive by car (not on foot, via public transport, by taxi or by any other means). Home tests are also available.</p>	<p>5 GET RESULTS</p> <p>You should receive results within 72 hours. If you test negative for coronavirus you and your household can stop isolating.</p>	<p>6 PROVIDE DETAILS</p> <p>If you test positive for coronavirus Public Health Agency (PHA) contact tracers will call you from the number 028 9536 8888. They will ask you who you have had contact with recently.</p>
<p>7 PHA INFORMS CONTACTS</p> <p>If you have coronavirus, the PHA will contact the people you have had close contact with. Your name will not be shared unless you give permission. All data will be held securely.</p>	<p>8 CLOSE CONTACTS ASKED TO ISOLATE</p> <p>Close contacts will be asked to isolate for 14 days from the last time they had contact with you.</p>	<p>9 HOUSEHOLD OF CLOSE CONTACTS</p> <p>If the close contact has no symptoms, others in the household don't need to isolate. If the close contact develops symptoms, they should follow this guide starting at step 1.</p>

When you can leave home, stay safe and continue to follow public health advice.

- Wash your hands well and often and avoid touching your face.
- Keep your distance from others when outside the home.
- Cough or sneeze into your elbow or a tissue and dispose of the tissue in a bin.



You can spread the virus even if you don't have symptoms.

Safer shopping during COVID-19

Are you well enough to go shopping?

You must **stay at home** if you have:

- a new continuous cough
- a high temperature
- a loss of or change in sense of smell or taste

Ask a friend or neighbour to get some essentials for you and leave them at the door for you to collect.

Remember:

- 1 Before shopping**

Wash your hands for 20 seconds
- 2 While shopping**

 - avoid touching your face
 - if sanitiser is available, wipe handles on trolley/basket before and after use
 - stay 2m (6ft) apart from the next person
 - use a contactless payment card if possible
- 3 After shopping**

Wash your hands for 20 seconds

Take care in the sun

A tan or sunburn are signs of skin damage and can increase your risk of skin cancer.

Be UV aware and protect your skin.

<p>Stay in the shade Between 11am & 3pm</p>	<p>Use sun protection With at least SPF 15 and UVA 4 stars</p>	<p>Wear sunglasses with 100% UV protection</p>
<p>Wear a broad-brim hat</p>	<p>Cover up</p>	



WE ALL MUST DO IT TO GET THROUGH IT



CORONAVIRUS



Coronavirus is a new illness spreading across the world. It is a bit like flu but can be more serious for some people.



If you have a

- fever and/or
- cough
- loss of smell or taste

everyone in your household must **stay at home** for at least 14 days. Do this even if it is mild.



Do not go to the GP, hospital or pharmacy. Do not have close contact with older people and people with existing health conditions.



Call NHS 111 for advice

If you, or someone you care for, has a learning disability, you may find this resource useful.



Returning to work

Some of patients may have questions or concerns about returning to work. Click above for useful information.

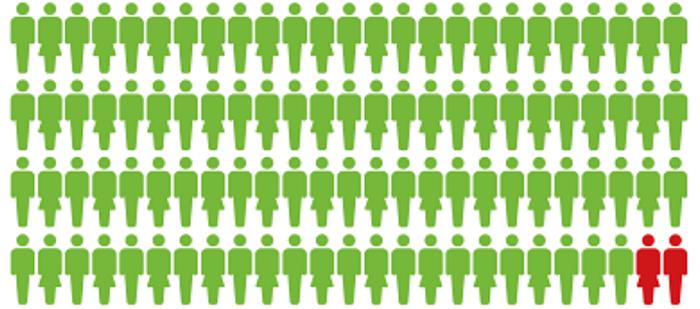


Working from home? Click on the picture to the left for 10 science-backed tips to help you do so successfully.

Approximately

6,000

people took part in the online Stress Control courses



98%

of attendees reported that they provided skills to help them manage their stress.

A wide range of online and digital support services are available, including Stress Control Courses, and many other resources. Click above for more info.