



March/April
2020

Bourn Surgery Newsletter

www.bournsurgery.nhs.uk

We hope to distribute this newsletter via email in the future; please ensure we have your email address.

Coronavirus Special!

What a change a couple of months can make. Since the last edition of this newsletter so much has happened, and the beginning of this year feels like another lifetime ago. We would like to start by saying that all of us at Bourn Surgery hope that our patients, their families and loved ones stay safe and healthy through these difficult times. However we know that many of us will be affected by this pandemic, either personally or by seeing those close to us become unwell. We wanted to use this newsletter to update you on what is happening at Bourn Surgery, and the changes that we have been making in response to this international crisis.

Firstly, and most importantly, Bourn Surgery is **operational as normal**. We know as well as anyone that the Coronavirus pandemic is not the only illness or disease in the world right now (although it sometimes feels like it is!), and that our patients will continue to have both new and ongoing health needs during this time of lockdown. We would like to reassure you that all of the doctors and nurses at Bourn Surgery are here to help as normal, as are our Dispensary and Reception teams.

Appointments:

What is **different** is how you will interact with the practice. All appointments need to be booked via telephone at this time. Online appointment booking has been turned off, in line with national guidance. No appointments can be booked by walking into the practice to speak to Reception. This is to reduce footfall in the Surgery to the bare necessary minimum, in order to protect those patients who do need to come in, and to protect our front-line staff.

Anyone who calls to request an appointment will be phoned by a GP the same day to discuss this need. The vast majority of appointments are being managed by telephone currently, and we have the ability to use video consultation where the GP feels this is necessary. If there is a necessary reason to have a face-to-face consultation then this can be arranged, but this will only be on agreement between the GP and the patient during the telephone consultation. We have had very positive feedback from our patients who have been in contact with us over the last few weeks so far, who have found this new way of working to be efficient and convenient.

Nursing and blood tests:

Urgent and emergency blood tests are being performed at the Surgery, as are urgent nursing treatments. No routine procedures are taking place at this time, such as ear

irrigation. Vaccinations that are offered on the NHS are continuing, and we are particularly keen to ensure that babies and children have their routine vaccinations.

Dispensary:

Our Dispensary team are working hard to ensure that all our patients are able to access their medications as normal. As you can appreciate, it has been a very busy time in Dispensary. We ask that you allow **four working days** between ordering your repeat medication and collecting it.

We would ask that, for those who pay for their prescriptions, as many of these payments as possible are made via contactless card payment rather than cash.

Dispensary remains open as usual for prescription collections. We ask people to follow the signs and staff, so that we can maintain social distancing between patients at all times. We are only able to accommodate one person at a time in the waiting area outside Dispensary. We ask others to wait two metres apart outside or in their vehicles.

The village box delivery services are running, but can only be used by those who do not pay for prescriptions, or those with a prepayment certificate. A prepayment certificate can be set up online quickly and easily at www.nhs.uk/using-the-nhs/help-with-health-costs/save-money-with-a-prescription-prepayment-certificate-ppc.

NHS App:

The NHS App, owned and run by the NHS, is a simple and secure way to access a range of NHS services through your smartphone or tablet. Please see www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/ for details, but registration is quick and easy and entirely online. Once registered, one of the main benefits is being able to order your repeat medication online, which we would encourage you to do.

Volunteers:

We have been absolutely delighted with the large number of volunteers that have come forward to offer help to the Surgery and our vulnerable patients. The rapid development of wonderful village volunteer schemes and support networks has been a joy to see, and is creating a sense of community which we hope will long outlast the pandemic.

The majority of our villages now have volunteer networks who are happy to assist with, amongst other things, delivering medications to those patients who are unable to get to the Surgery. Please visit our Bourn Surgery website at bournsurgery.nhs.uk for contact details of the local groups.

Lastly, please follow the Government's advice on social distancing, self-isolation and shielding as appropriate (<https://www.nhs.uk/conditions/coronavirus-covid-19/>).

Remember to keep active, eat healthily, get some fresh air when you can and try to keep busy. Look after yourselves and look out for those around you, and remember that we are here if you need us. Keep safe.

Reception

- **Mon-Fri:**
8.30am-1pm, 1.30pm-6pm
- **Appointments:** 01954 719469
- **Emergencies:** 01954 719313

Dispensary

- **Mon-Fri:** 8.30am-1pm,
2pm-6pm

Out of Hours

- 01954 719313 and listen to the