



May/June 2020

# Bourn Surgery Newsletter

[www.bournsurgery.nhs.uk](http://www.bournsurgery.nhs.uk)

**We can distribute this newsletter via email; please ensure we have your email address.**

It is with huge sadness that we announce Dr Lalli's retirement on 10th July 2020. Dr Lalli has been a partner at Bourn Surgery for 26 years and is well-known to many of our patients. While we will miss her enormously, we wish her all the best for her retirement. As many of you know, Dr Lalli is an accomplished flautist, and we feel sure that her retirement will be a very musical one!

Sadly, due to the current situation, we are unable to hold the leaving events that we would otherwise plan, but hope to be able to do so when the situation has improved. If you would like to send any thoughts or messages, please contact the Practice Manager Tracey Wilson by phone or email.

Dr Sharp will be joining Drs Redwood, Lockyer and Frame as a partner in July, and Dr Lalli will very kindly be working a few extra days after this while we recruit another GP.

## Coronavirus - it's still here!

We would like to take this opportunity to highlight the enormous amount of hard work and dedication shown by every member of the team at Bourn Surgery. We are extremely proud of our team, and through their hard work we have been able to continue to provide the high standard of care that we strive for, despite incredibly challenging circumstances. We are also extremely grateful to all our patients; you have been patient and thoughtful in your contacts with us, and have helped us transition to our new ways of working smoothly

We know, from levels of attendance at A+E units and GP practices across the country, that people have heeded the Government advice to stay at home. We are very concerned however that some are not seeking medical help when they need it. Please remember that we are **here as normal** and we are **here to look after you**.

We are also very aware of the disturbing increase in calls to national domestic violence helplines during lockdown. We have developed a page on our website which details the type of behaviours which constitute domestic abuse, and information on local and national help-lines for men and women affected.

In our last newsletter we updated you on changes to how we operate at Bourn Surgery, which many of you will now have had a chance to experience. In the knowledge that Covid-19 is not going anywhere quickly, we are now working on ensuring that our patients get the long-term care that they need, while protecting both you and ourselves. For now, these are the main update points:

- We do not have any information regarding the response to Covid-19 other than that released by the Government into the public domain. This can all be found at <https://www.nhs.uk/conditions/coronavirus-covid-19/>.
- We remain open as normal, but all contact will continue to be by telephone initially, with face-to-face appointments booked after this when needed.
- If you are attending the practice for an appointment we ask if you could please wear a mask if you have one. This will allow us to protect our precious stocks of PPE for patients who do not have a mask, and our staff.
- Some telephone appointments are now available to be pre-booked online. Please note that the timings of these appointments are approximate only; we will call you as close to the time as possible, but cannot guarantee that it will be exactly as booked.
- We are happy to receive photos of any skin problems you would like advice on. These can be sent direct from your smart phone; please contact Reception who will send you a link. Alternatively, they can be emailed. Please see our website for advice on how to take good medical photographs.
- While we have been focussing on managing patients with sudden, acute health needs, we are also planning how best to care for patients with long term health conditions (such as asthma, diabetes, heart disease, raised blood pressure etc) over the next few months. We will proactively contact patients with the highest health need. Some patients with recent good control over these conditions might be advised they can have a longer interval until their next routine review. We have developed a separate section of our website titled 'long term conditions', where you can find more information, and this is being updated regularly. If you have any concerns about your long term health conditions please do contact the practice.

### **How We Work:**

We thought it might be useful to let you know a little bit more about the administrative set-up of the practice. Due to our large geographical area, our practice population is divided up between the doctors based on the village that you live in. You are allocated a "usual GP" who is assigned to your village.

When you have an appointment, you are able to speak to/see the doctor of your choice. However, blood test results, hospital letters and correspondence relating to your care will normally be dealt with by your usual GP, and therefore they are likely to know the most about you. It may therefore be most appropriate to speak to/see your usual GP, and Reception will default to this as much as possible.

Due to the changes in GPs as detailed above, some villages will be altering their usual GPs from July onwards. When you are next contacting the practice after this, please feel free to ask Reception if your usual GP has changed.

In these continuing difficult times, please continue to stay alert and 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