**ASHCROFT SURGERY WING**

**PATIENT PARTICIPATION GROUP**

Surgery Update – June 2020

As we are currently unable to hold Patient Group meetings and this seems likely to continue for the time being, here is an update on the surgery.

COVID-19

GP appointments - Obviously the way the surgery runs has changed dramatically over recent months.   The telephone and video appointment system will continue for the foreseeable future.   Initially there was a reduction in patients contacting the surgery due to lockdown, isolation and reluctance, but after encouragement by the NHS/Government for people to seek medical help if needed we have seen an increase in patients booking telephone appointments in the past few weeks.  Patients that need to be seen in surgery will be offered a face to face appointment following telephone consultation.

Nurse appointments - NHS health checks are on hold for the time being as are all non urgent appointments, eg routine blood pressure checks.  Blood tests are still limited to urgent requests only.  Asthma and COPD checks are being done over the telephone. We have been advised that we can resume routine cervical screening.

Reduction of footfall into surgery - as a Dispensing practice with patients needing to collect prescriptions and medication we will continue to have our "doorman" for the time being as a go between to liaise with patients without them needing to enter the building.

Flu Season - discussions are currently underway regarding the running of flu clinics for the coming season allowing for social distancing to be adhered to.   At the present time we are expecting to hold these clinics in September/October.

BUILDING WORKS

The building works were mostly completed prior to lockdown.  There are still some outstanding issues to be resolved and some painting to be completed - in particular the porch area inside and out.   The inside of the surgery has been painted, the floor in the porch has been repaired and a postbox has been attached to the front door for prescriptions so that they cannot be viewed from the outside.

STAFF CHANGES

We have a new lady in Dispensary, Kelsey, who started on 1st April replacing Sharon.

If you have any questions/queries please let me know.