

CASTLEFORD MEDICAL PRACTICE

Dr S H Vinta MBBS MRCGP DRCOG
Dr P Gutta MBBS MRCGP
Dr M O Fasae MBChB MRCGP

The Health Centre
Welbeck Street
CASTLEFORD
West Yorkshire
WF10 1HB
Tel: (01977) 801444
Email: wakccg.castlefordmp@nhs.net

Dear Patient

It has now been 3 weeks since we have had to change our usual operating procedures and made the swift transition to telephone and video appointments as the first line in consulting with patients. These changes were primarily put in place to protect Patients, Carers and Staff, but these measures are now nationally recommended by NHS England.

Our surgery has controlled access in place and we are asking all patients not to come to the surgery in person unless they have been advised to do so by staff. We are encouraging all patients to communicate with us by phone or online messaging.

There are a few points we would like to highlight to patients in this update to the Castleford Medical Practice Covid-19 response:

We are open as usual and operating a TOTAL TRIAGE model

We are dealing with patient requests for appointments, queries and medication as normal, the only difference is that you will have a telephone or video consultation and only attend for a face to face appointment if the clinician feels it is necessary.

We encourage all of our patients to still contact us if they feel they have a health issue that can't wait and needs discussing now, for example if you are worried about a breast lump, change in bowel habit, blood in stool/urine or change in a mole, etc. We are also keen to carry on supporting all patients who need help with new problems or managing ongoing problems however, if you have a chronic condition and it is under control, but your review is due, we are asking you to delay this for 3-6 months unless you have a problem.

In line with RCGP guidance, we will continue to undertake the following regardless of the scale of the virus outbreak:

- Childhood immunisations
- Essential injections e.g. Prostag
- Consultations with patients if deemed as urgent following telephone triage
- Medication/problems that cannot be dealt with by the community pharmacy
- Investigations for immediately necessary conditions, such as serious anaemia
- Symptoms consistent with cancer, which may require referral
- Palliative Care, including anticipatory care and end of life (EoL) conversations
- Wound management/dressings which patients are unable to do themselves
- Acute home visits to housebound/Residential or Nursing Home patients
- Smears, with previous high risk changes/treatment to cervix or on more frequent recalls
- Postnatal checks (will be combined with childhood immunisations where possible)
- Blood results reviewing and filing

- Routine vaccinations for vulnerable patients in high risk groups

Ordering your Prescriptions

Please use our online prescription ordering system if you possibly can. This is the quickest and safest method. If you are not currently set up for online services you can register without coming to surgery by downloading the **NHS app** from either the *Google Play Store* or the *App store* if you have an iPhone. Further information about the app is available at <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

Our Prescription Line is open as usual 10am to 12noon; however we will take prescriptions over the main practice telephone line also at any time of the day.

We are accepting email prescription requests in to the surgery, please send to wakccg.castlefordmp@nhs.net If you use this method please make sure your name, address and date of birth are included on the email.

Shielding

The government has issued advice relating to specific groups of extremely vulnerable patients who are at very high risk of complications if they contract coronavirus. These patients are strongly advised to stay at home at all times and avoid any face to face contact for a period of at least 12 weeks. For more details visit this link

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Most of these patients have received a letter direct from NHS England and further patients are being identified and will receive the letter over the next few weeks. All patients are advised to read the guidance above even if they have not received the letter.

People at increased risk

You may be at a higher risk than the general population (although not in the shielding group identified above) if you:

- are 70 or older
- are pregnant
- have a condition that may increase your risk from coronavirus - conditions that may increase your risk are;
 - lung conditions, such as asthma, COPD, emphysema or bronchitis
 - heart disease, such as heart failure
 - chronic kidney disease
 - liver disease, such as hepatitis
 - conditions affecting the brain and nerves, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), a learning disability or cerebral palsy
 - diabetes
 - problems with your spleen for example, sickle cell disease, or if you've had your spleen removed
 - a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy
 - being very overweight (having a BMI of 40 or above)

The advice for people who may be at increased risk from coronavirus is the same as for most other people during the current lockdown.

You should only leave the house for very limited purposes:

- shopping for basic necessities, for example food and medicine, which must be as infrequent as possible
- one form of exercise a day, for example a run, walk, or cycle – alone or with members of your household
- any medical need, including to donate blood, avoid or escape risk of injury or harm, or to provide care or to help a vulnerable person
- travelling for work purposes, but only where you cannot work from home

If you do leave the house you should maintain 2 metres (6 feet) distance between yourself and anyone who does not live with you. Please click on the link below for more details if needed.

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

Please kindly visit our website www.castlefordmedicalpractice.nhs.uk if you need any further details.

We hope this update is useful for you.

In these uncertain times we are trying to do our best for our patients and keep them up to date with the latest changes. Please kindly be patient with the Practice Staff who are doing their best to help you.

Kind Regards

**GPs and Staff at
CASTLEFORD MEDICAL PRACTICE**

