

PATIENT NEWSLETTER

ST RICHARD'S ROAD SURGERY

IMPORTANT PATIENT INFORMATION

General Practice is Open:

If you feel unwell or have any worrying symptoms, such as potential signs of cancer, you should seek medical assistance.

GP practices are open and here to help however, because of the need to minimise the amount of face to face contact to keep you safe, most appointments in the first instance are carried out over the phone or via video. In an emergency, for example if you think you might be having a heart attack or stroke, call 999.

If a face to face appointment is needed you will still be seen in person by a clinician.

Telephone appointments are not suitable for everyone– if you need a physical examination or blood test, for example. You and your clinician can reach a decision on what is best for you.

If you have Coronavirus symptoms you should follow the current COVID guidance and call NHS 111 if your symptoms worsen. You should arrange to take a test by visiting www.nhs.uk or by calling 119 but do not go to a GP surgery, pharmacy or hospital.

What to do when the surgery is closed:

If you require medical advice or support, please use the following link to access care and advice: www.stopthinkchoose.co.uk. The link has been designed to help explain the healthcare options available to patients.

Unwanted mobility equipment drop-off points

People with mobility equipment they no longer need are being urged to return them to new, dedicated drop-off points at hospitals in Ashford, Canterbury and Margate.

This includes equipment loaned by the NHS or Kent County Council through NRS Healthcare, such as commodes, walking frames, raised toilet seats, shower chairs, free-standing toilet frames, perching stools, chair raisers, kitchen trolleys and wheeled walkers. Crutches can also be returned. [Drop-off point details](#) are online.

Please don't abuse our staff: It's not in a day's work

Sadly, NHS staff across Kent and Medway are reporting more and more incidents of the abuse they face when they go into work.

In an open letter signed by chief executives from all NHS trusts in Kent and Medway, people are asked to be kind to NHS staff.

The letter says: "The overwhelming majority of our patients, clients and service users are respectful of the years of training and the skills healthcare professionals have developed so they can care for others.

People understand the caring and compassionate nature that makes someone want to work for the NHS; whether they are clinicians or in support roles.

It goes on to talk about the commitment to high-quality care all NHS partners have and that while it is a small minority of people who behave this way towards NHS staff, the consequences can be far reaching.

"We understand the frustration when you may have to wait a little longer at a clinic appointment, urgent treatment centre or emergency department, or when you may not be able to get through to a GP practice on the phone.

"Some people didn't understand why we were asking them to wear masks in healthcare settings when they don't wish to do so. We also know others don't wish to participate in the Covid-19 vaccination

PATIENT NEWSLETTER

ST RICHARD'S ROAD SURGERY

programme. The second is a personal choice; the first keeps our staff safe and vulnerable patients safe. "However, what we cannot accept is abuse – verbal or physical – towards our staff and doctors. They are there to help, not be abused."

You can find out more at: <https://www.kentandmedwayccg.nhs.uk/news-and-events/news/abuse-not-days-work>

Thank you
Dr S Schulz and Partners

Three ways to get in touch with your GP practice

It's no secret that our surgeries have been busier than ever. And as we head into winter, you may require our services more often. That's why we're letting you know that there are now more ways to contact your GP practice team, whether it's for you or someone you care for.

There are three ways you can get in touch with us. You can:

- Use the online eConsult form found on the Home page of our website at: <https://www.strichardsroadsurgery.nhs.uk/>. It's convenient and secure and can save you time. Just click the red "Get Started" button and follow the prompts.
- Call us during surgery hours
Monday to Friday, 08:00 – 18:00
on (01304) 364111
- Come to the surgery at 227 St Richard's Road Deal CT14 9LF,
Monday to Friday, 08:00 – 18:30.

Pick the option that suits you best. No matter how you choose to get in touch with us, whether it's using an online form, calling or visiting, you'll get the help that's right for you.

We may:

- Book a face-to-face appointment for you
- Arrange a phone or video consultation
- Send you a text message, for example, inviting you for a blood test
- Arrange a home visit, or
- Refer you to another service.

However we respond, you can rest assured that we're always looking after your needs.

Parents, carers and young people

If you are a parent or carer, you can use our online form for your children or those you care for. Young people aged between 14 and 16 who want to get in touch directly, can phone us or visit us.

Help us, help you

When requesting care, whether online, by phone or in person, it helps us if you explain what's wrong. This ensures you get the care you need at the right time from the right person – for example, from the doctor or nurse who normally treats you. It also helps our medical team to prioritise those who need our care most.

If you prefer not to say what's wrong – for example, when talking to our reception team – they will always respect your privacy. However, it's an important part of their job to ask, so thank you for your support with this.

Please also tell us if:

- You would prefer us to talk with you by phone, face-to-face or by video call
- You need to speak to a particular person because they have treated you before
- There are certain times of day when you can't talk, for example

PATIENT NEWSLETTER

ST RICHARD'S ROAD SURGERY

you are at work, at school or college

- You need English to be interpreted, you need help from another person at your appointment, or if you have other communications needs.

We will do our best to meet your needs in the way you would like, but please bear in mind that if you are unwell, our priority will be to ensure you receive care quickly.

Help from your local pharmacy team

Your local community pharmacist and their team can help and support with minor illnesses. As dedicated, qualified health professionals, and experts in medicines, they can offer clinical advice, consultations and over the counter medicines to help safely manage a wide range of minor health concerns. Many pharmacies also offer a range of new NHS clinical services including blood pressure testing.

For urgent medical help

If you have an urgent medical problem and you're not sure what to do, NHS 111 can help. Call or go online, 111.nhs.uk.

For life-threatening emergencies, dial 999.

Visiting us

When visiting the surgery, please remember Coronavirus infection is still active in the community, so please take precautions to protect yourself and vulnerable patients who may be in our waiting areas.

If you would like any further information, please visit our website at: <https://www.strichardsroadsurgery.nhs.uk/> or speak to our team next time you're in touch.