



A thank you to all BRS patients:

GPs/Clinicians/All Non-Clinical Staff would like to pass on their thanks to ALL patients for their understanding and patience over the last 4 months and during the ever-continuing changing pandemic situation.

Telephone triage and video consultation services have been implemented for patients, and will continue over the forthcoming months. Face to face appointments can only be booked following a telephone triage call with a GP. We are currently unable to offer pre-bookable face to face appointments, however, GP, Pharmacist and some video consultations are available via the online booking system. Please see further down for requirements needed to take part in a video call.

Ongoing patient safety:

To ensure patient safety and maintain social distancing, the number of chairs in the waiting room have been reduced.

In line with government guidelines, all patients over the age of 11 who are not exempt, are asked to wear face coverings. Clinical and non-clinical staff also wear face coverings in patient areas. Reception and Dispensary staff have protective screens and two metre social distancing and therefore do not need to wear face coverings.

Additional hand sanitiser stations for patients and staff have been installed at entrances and exits.

The following services continue to be provided at the surgery:

- Smear Tests
- INR checks
- ECGs
- Blood tests which have been requested by a **GP/the Hospital/a Pharmacist**
- Baby and childhood immunisations
- Dressings
- Diabetic foot checks and bloods
- Shingles and pneumococcal vaccinations

N.B. Unfortunately, we are currently unable to offer routine blood tests and ear syringing due to Public Health Guidelines.

Video Consultations – what do I need for it to work?



➤ A smartphone, either with working Wi-Fi/3G/4G connection OR your desktop with a working microphone and webcam.

➤ Your Internet Browser needs to have your microphone and camera enabled.

➤ iPhones running older software that have not been updated (iOS 12 and earlier) you will need to download the **Whereby app** to join the consultation (you will not be required to create a Whereby app account).

Will my video appointment be recorded?

No, video and audio communication are only visible to participants on the call and are not recorded or stored in any form.

Flu Campaign:

BRS is in the process of planning this campaign, with the additional cohort announced by the government which will now include patients aged over 50. The campaign is more complex this year involving a larger patient group and the need to observe additional PPE requirements and social distancing measures. Our planning will include involvement of our PPG members on how best to run these clinics.

Estimated delivery date for the different vaccines we receive are :

- Over 65 year olds - **28th September**
- At risk under 65 year olds (diabetics, asthma, COPD, immune suppressant, liver disease, pregnant ladies) – **12th October**
- Increased cohort of well patients aged over 50 – **To be confirmed**

BRS intend to keep all patients informed via text messaging and the website as soon as we can confirm that delivery dates and plans are in place.

Changes to postnatal checks:

We have a new system regarding postnatal checks that should make it easier for new mums; we will include appointments for your postnatal check and baby's 8 week check with our letter of congratulations which will save mum having to contact the surgery to make their own appointments.

Website updates:

We continue to update our website with as much information as we have available. You can find this in a specific COVID 19 room on the front screen.

GP Updates:

<p><u>Leavers:</u></p> <ul style="list-style-type: none">• Dr Abgail Takyi, Registrar, Aug 2020• Dr Bhav Sharma, Registrar, Aug 2020• Dr Aisha Rauf, Locum, Aug 2020• Dr Janet Berry, Salaried, Sept 2020 <p><u>Maternity Leaver:</u> Dr Claire Evans</p>	<p><u>Joiners:</u></p> <ul style="list-style-type: none">• Dr Amelia Darley, Salaried, June 2020• Dr Sara Atkinson, Salaried, Aug 2020• Dr Ahmed Noori, Registrar, Aug 2020 – July 2021• Dr Bhav Sharma, Locum, covering Dr Claire Evans maternity leave from September 2020 – August 2021 <p><u>Returning from Maternity Leave:</u> Dr Laura Lewis, partner, October 2020</p>
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Special thanks:

A special "thank you" to patients, colleagues and local organisations/groups who have made face coverings, scrubs and uniform bags which have kept us going through this difficult time along with fruit baskets, cakes and biscuits.