

LOXWOOD MEDICAL PRACTICE

Your partner for a healthier future

JUNE 2020 OUR NEWSLETTER KEEPS YOU INFORMED OF UPDATES OR CHANGES TO PRACTICE WORKING

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Inside this issue ● COVID19 ● FACE COVERINGS ● CAR PARK
● IMMUNISATIONS ● THANK YOU

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

COVID-19 UPDATE

As many of you start to ease out of lockdown and try to rebuild a 'normal' life, all of our doctors, nurses and administration support teams are still working under extremely difficult, tightly controlled conditions.

Our new 'normal' is called 'Phase 2 Covid-19 working'. Whilst we will all do the very best we can to help you with any healthcare needs, we may not be able to provide you with the level of care you are expecting or used

to. Please listen very carefully to the information you are given and follow our guidance.

We have introduced some new ways of contacting us such as eConsult. Feedback from patients and the clinicians has been very positive. It is easy to use, provides a safe accurate way for you to share your concerns with us and helps to protect you, our staff and other people by staying out of our building. Please use this as your

first point of contact for all non urgent matters.



CORONAVIRUS
PROTECT YOURSELF & OTHERS

FACE COVERINGS

All patients who have a face to face appointment with a doctor or nurse **must** wear a face covering during the appointment. This does not need to be a surgical mask, a double layered cloth covering is suitable.

You **must** call reception and inform us if you or any member of your household has symptoms of a cough, a high temperature or a new altered sense of taste or smell within the last 7 days of any scheduled face to face appointment.

CAR PARKING

Please consider the safety of our staff who are providing blood tests and health care to patients who are seated in their parked cars in our car park.

If a member of staff is treating a patient and the car door is open please do not park immediately next to this car, find an alternative space. This also respects a patients confidentiality and dignity as well as safety to pedestrians on foot.



appointment we can provide these in a safe clean space. Once you have arrived for your appointment you will be escorted to either a porta cabin in the car park or a dedicated isolated room in our building. Each room is thoroughly cleaned and disinfected between each patient. Our staff will wear full PPE.

THANK YOU

A big thank you to everyone who has supplied scrubs for Our doctors, wash bags for clinical clothes and face coverings for our admin team.



IMMUNISATIONS

As we start to restore routine procedures it is necessary for immunisations to be given in accordance with age and clinical guidance especially young babies and children. If you are offered an



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Inside this issue ● EAR WAX REMOVAL ● VIDEO CONSULTATIONS ● PHOTOGRAPHS ● ECONSULT ● MEMORY BOARD

EAR WAX REMOVAL

Our Nurses are not able to offer ear wax removal services at the moment due to PPE requirements and Covid-19 infection control restrictions. Whilst we are not able to recommend private providers we are aware that the following organisations are offering this service.

Just Ears Clinic – The clinic is in Port Solent, Portsmouth 0345 527 2727. They charge £45.00 for one ear and £85.00 for both ears.

Leightons Optician Group - Have clinics open in Farnham and Reading 0800 40 2020. They charge a flat fee of £95.00 for one or both ears.

Both providers request you use olive oil (AND ONLY olive oil) for 3 days before the procedure.

VIDEO CONSULTATIONS

The doctor or nurse may decide that a telephone consultation is not sufficient to safely make a diagnosis or offer advice. They may request a video consultation with you.

Your video will not be recorded or stored on any of our computers.

They may request your verbal consent to start the video consultation especially with children where parental consent will be required.

The doctor or nurse will request your location so that if urgent help is needed they now where you are.

You will be notified if the clinician has a student is present during your consultation.

Please remember that you may not be in a confidential environment



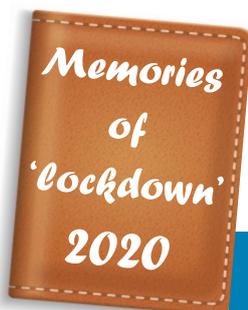
and others may be able to overhear your conversation. Please dress appropriately. Ensure your background is suitable.

PHOTOGRAPHS

Whilst we are trying to resume as many services as necessary, it is not always possible to see every type of condition for example verruca's, warts, bites or rashes etc. face to face. Therefore, to ensure we are providing a safe service please help us by providing eConsults which include photographs, only where appropriate. The doctor or nurse may ask you to send us a photo of a particular problem after they have had a telephone consultation with you, they may send a text link to you, to enable this.

COVID-19 MEMORY BOARD

We would like to invite you to participate in our memory board. This could be a poem, a phrase or a picture to commemorate the situation we have all found ourselves in. It would express how you have felt or feel now, it doesn't have to be about the NHS, it's about you, your family, friends, volunteers, nature, the world! If you would like to participate please send an email to loxwood.txt@nhs.net or post your memory for the attention of Debbie.



USE ECONSULT AS YOUR FIRST POINT OF CONTACT FOR NON URGENT QUERIES



Need to complete a review?
If you've been asked to do so by your GP practice, you can send in a review about high blood pressure, contraceptive pill and more

[Start a review](#)

Can't find your health condition?

[Request general advice](#)

How does econsult work?



ON ARRIVAL AT OUR BUILDING PLEASE READ THE SIGNS AND DIRECTIONS FOR COLLECTING YOUR MEDICATION AND OTHER SERVICES