Coronavirus (Covid-19) update

The number of people affected by the coronavirus causing Covid-19 is increasing. At Granta Medical Practices we continue to work hard to keep our patients as safe as possible, along with our staff and our community.

Our dedicated Covid-19 emergency team continues to meet twice daily to discuss how we can continue to provide the best possible care for our patients.

Appointments
It is clear that the safest thing for most patients is to stay at home. Coming to any healthcare facility exposes people to risk. Unless there is an overwhelming need for face-to-face interaction then we will manage medical care remotely.

Therefore, patient access to any Granta site will be by invitation only following a prior telephone assessment.

Essential care, such as baby immunisations and mother and baby checks will still go ahead, but these will be at selected sites only. We will be carrying out temperature checks on both staff and patients to try and minimise risk.

Our enhanced telephone service is running well, as is the non-urgent dedicated email address, capccg.covid19.gmp@nhs.net. These services are currently available 8am to 6pm Monday to Friday. We continue to work hard to make sure that those who are housebound will continue to receive their medications.

Repeat prescriptions
The dispensing of repeat medications continues as usual, via our new dedicated pharmacy hatches/doors.

Up to date information
Please continue to refer regularly to the following websites which provide up to date information about the national situation and plans, and health advice:


https://www.nhs.uk/conditions/coronavirus-covid-19/

We may also use SMS messaging to mobile phones to communicate any urgent messages we may have for you, so please let us know if you have changed your mobile number or have one that you haven’t yet told us about.

Why staying at home is very important
For the vast majority of the population the Covid-19 virus causes a mild illness which can be safely managed at home with rest, paracetamol and fluids just like a normal flu-like illness. However, for a minority, including those with significant other medical problems and for the elderly, it can be more serious.
Currently the most effective action we can take is to stay at home. Reducing the day-to-day contact with other people will reduce the spread of the infection. This is why the government has introduced three new measures:-

1. Requiring people to stay at home, except for limited purposes
2. Closing certain businesses and venues
3. Stopping all gatherings of more than two people in public

For further information go to:


Community spirit
As a community we can help each other – both by following the advice given and by helping look after those who may need help within our communities. If you are able to volunteer to help out in your immediate area, please email your details to granta.socialnavigator@nhs.net

Practical advice:
First and foremost is the need to wash your hands on a regular basis – warm water and soap for at least 20 seconds. This alone will help slow down the spread of the virus and help protect you, your family and our community. Also:

- Do not touch your face
- Use tissues (catch it, bin it, kill it)
- Cover your mouth (with your arm) when coughing and sneezing
- Knowing how to access services if unwell
- Wipe down frequently used items such as mobile phones, keyboards and door handles

Also it is important to remember social distancing, by:

- Reduce physical contact (avoid handshaking)
- Avoiding crowded spaces
- Avoid non-essential use of public transport

Thank you to all of our patients for being so supportive and understanding. Our promise to you is that we will continue to be here throughout and deliver the best possible care to our patients at these difficult times.

“Extremely vulnerable” patients letters

Some patients have recently been identified as “extremely vulnerable” and have received a “Shielded” letter. These letters were sent to patients by NHS England, and the patients were selected using limited centralised data. NHS Digital are now revising this patient list and further letters will be sent out in due course. For further information please go to:

Patients can also register themselves on the gov.uk website if they need extra help and support at this time. Go to https://www.gov.uk/coronavirus-extremely-vulnerable

Unfortunately, as these letters were sent by NHS England we are unable to answer any questions about them.

**Pharmacy & Dispensaries**

Firstly, we would like to thank all of our patients for their continued support at this unprecedented time. All of our dispensaries are extremely busy and we really appreciate your patience and understanding.

To help us give you the best possible service:-

- Please do not attempt to stockpile medicines. We appreciate that everyone is anxious about the current coronavirus situation but ordering before necessary may have a knock on effect on future supply. We will continue to dispense every 28 days in line with CCG recommendations, unless instructed otherwise by a GP.

- Please do not try to pick up your managed repeats early. You will have been given your next pick-up date when you collected your last prescription. If there are any changes you will be contacted beforehand.

- If you have a phone consultation with a GP who then prescribes medication for you, we will text you when the medication is ready to pick up. Please do not wait or call in beforehand unless instructed to do so.

- Telephone calls interrupt the dispensers picking and processing prescriptions. Taking the above points into account please only telephone the dispensaries when absolutely necessary. Alternatively, if your query is not urgent you can email us via capccg.grantadispensing@nhs.net Please note that this email is monitored 8am to 6pm, Monday to Friday.

Again, thank you all for your understanding and support. Our promise to all of our patients is that we will continue to be here throughout and deliver the best possible service to our patients at these difficult times.

**Opening times**

**Sawston Pharmacy & Dispensary:**

- 8am to 8pm on Monday
- 8am to 6pm Tuesday to Friday

Please note that Sawston Pharmacy closes for 30 minutes between 1pm and 2pm, Monday to Friday (exact timings dependent on patient queue)

**Linton Dispensary:**
8:30am to 6pm, Monday to Friday

Barley Dispensary:
8:30am to 6pm, Monday to Friday

Help & Support

Advice for everyone
https://www.nhs.uk/conditions/coronavirus-covid-19/

Coronavirus Frequently Asked Questions

Mental Health Support
https://www.nhs.uk/oneyou/every-mind-matters
https://www.nhs.uk/conditions/stress-anxiety-depression/
https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak
https://www.rethink.org/advice-and-information/covid-19-support/

Mental Health Problems

Urgent mental health need - call 111, option 2

Mental health support - call CPFT on 0300 300 0055

Alcohol Problems

If you need alcohol support, please call CGL on 0300 5550101 (option 1) or email cambridgeshirereerrals@cgl.org.uk

Learning Disabilities Support

Domestic Violence - help for women:

T. 07522 812277

Email: outreach@cambridgewa.org.uk.

Download Bright Sky App.

Domestic Violence - help for men:

Respect Men's Advice Line 0808 8010327

Email: info@mensadviceline.org.uk

Carers Advice

https://www.carersuk.org

https://carers.org/guidance-coronavirus

https://www.grantamedicalpractices.co.uk/carers.php


https://www.caringtogether.org/

Older Persons

https://www.ageuk.org.uk/information-advice/coronavirus/coronavirus/

Volunteering

https://www.ncvo.org.uk/ncvo-volunteering/i-want-to-volunteer/volunteering-coronavirus

Children

https://www.childrenssociety.org.uk/coronavirus-information-and-support


https://www.ageuk.org.uk/information-advice/coronavirus/coronavirus/


Families with disabled children

https://contact.org.uk/advice-and-support/covid-19/
Disability Equality

https://www.scope.org.uk/coronavirus-information/

Advice - benefits, work, debt and money, consumer, housing, family, law and courts, immigration, health


Cambridgeshire County Council

https://www.cambridgeshire.gov.uk/residents/coronavirus

Hertfordshire County Council