

# Practice Newsletter

## Sherburn and Rillington Practice

SUMMER

**Newsletter content**—Staff Updates, First Contact Physiotherapy, Government Guidelines, Appointment Update, Face Coverings, Dispensary Service, NHS 72nd Anniversary, Rillington Update, Newsletter Feedback.

Issue 18  
Summer 2020

### **Staff Update**

We are very excited to introduce our new partner GP Dr Hawkins.

Dr Hawkins will be holding clinics on Tuesdays, Thursdays and Fridays. Dr Hawkins is a newly qualified GP and has extensive experience working with GPs in Community Hospitals and GP Practices.

Dr Hawkins experience includes posts in Elderly Medicine, Paediatrics, Breast and Endocrine Surgery, Acute Medicine and Surgery, Trauma and Orthopaedics and Emergency Medicine.

If Dr Zijlmans was your 'usual GP' your care will be transferred to Dr Hawkins. Our appointment system will remain mainly telephone consulting for the foreseeable to maintain the safety of our patients and staff. Face to face appointments will be made with a GP or Katie our Physician Associate if it is felt appropriate following a discussion with a GP.

We encourage the use of SMS consulting, available upon request from our reception team and online consulting using Engage Consult, the link is available via our website [www.srpractice.co.uk](http://www.srpractice.co.uk).



**THINK  
PHYSIO**  
for primary care

### **First Contact Physiotherapy**

We have two first contact physiotherapists holding sessions at the practice.

Pete Walsh and Jackie Hough are joining our team on Tuesday and Thursday afternoons.

If you are over the age of 18 and have problems with muscles, ligaments, tendons or bones, e.g. tennis elbow, carpal tunnel or ankle sprains or struggling with spinal problems including lower back, mid back and neck pain, a arthritis or soft tissue injuries, then speak to our reception team who will be happy to book you an appointment with one of our physiotherapists.

You can see a specialist physiotherapist here at the practice instead of a GP. This gives you faster access to expert diagnosis, advice and exercises to start tackling the problem. The First Contact Physio can refer you on to hospital services where necessary, order tests and write prescriptions. A recent survey show that **96%** of patients would recommend the service to friends and family.

### **Government Guidelines**

We are aware that some patients might be understandably anxious about the Government's recent announcements around the use of face masks in various public settings.

GPs are unfortunately not in a position to provide individual risk assessments or letters for patients who feel that they should be exempt from wearing a face mask.

The government guidance on exemptions suggests there is no requirement for evidence for exemption therefore it is sufficient for an individual to self-declare this.

Government advice on the use of face coverings can be found on the link below, along with any print outs you may want to carry on you when out in public.

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#face-coverings>

### **Appointments Update**

If you are happy to receive text message reminders about appointments and other general information please ensure your contact details are up to date with one of our receptionists.

**We are also sending our patient's a pre-screening text message to ensure they have no covid-19 symptoms before attending an appointment.**

### **Face coverings in Practice**

**We are continuing to ask patients to wear a face covering when in the practice.**

If you come into the Practice, you will need to cover your mouth and nose using a breathable material, such as a scarf or bandana. You can find a no-sew tutorial on making a face covering online at [gov.co.uk](http://gov.co.uk).

Follow us on Facebook to keep updated.





## Dispensary Service



During the COVID-19 pandemic we increased our delivery capacity to support our vulnerable patients who were shielding and those who were self-isolating. As the shielding comes to an end from 1st August we will be slowly reducing our delivery service back to one driver and offering the service to patients on a Tuesday and Thursday morning and Wednesday evening. The delivery service we offer is free for our patients and supports those who find it difficult to get to the practice to collect their medication. We appreciate that whilst Rillington remains closed this may cause difficulties for patients without transport to get to Sherburn, we will continue to support those patients. If you have been having your medication delivered due to being in self-isolation or shielding and you are now able to collect your medication from Sherburn please let the dispenser know and we will remove you from the delivery list.

Please remember you have to be at home to receive your medication if this is being delivered.

## NHS 72nd Anniversary



5th July 2020 was the 72nd anniversary of the NHS and the partners and management team at the Sherburn and Rillington Practice took the opportunity to celebrate and thank the team who have supported the practice enormously over the last few months, often doing so with little or no notice.

Our team of cleaners, receptionists, administrators, dispensers, delivery drivers, phlebotomists, physician associate, nurses and GPs have changed their working patterns including working unsociable hours, working in isolation at home and adopting new technologies to continue to provide effective communications whilst maintaining the safety of the team and our patients.

The Covid-19 pandemic has placed unprecedented demand on our health service and those who have worked tirelessly to care for patients throughout. We extend our appreciation and send thanks to all of the key workers and NHS volunteers who have supported people in the communities we work and live in.

THANKYOU!

## Rillington Update



Currently our plans are that Rillington will remain closed to usual services as it is used as our 'hot site' where we assess any suspected Covid-19 patients and this will continue as we enter the annual influenza season. All patients with 'flu-type' symptoms will be assessed at Rillington to ensure Sherburn remains as safe as possible for our staff and patients. We encourage all of our patients especially those who would usually attend Rillington for their medication and appointments to contact the practice if you need help, particularly with serious illnesses, as these conditions have not gone away just because of coronavirus. We are still providing the same care we have always done. Our concern is that there may be patients who are waiting for Rillington to re-open before they make contact with us.

It can be very dangerous to delay getting seen as you can put yourself at risk of late diagnosis of things such as cancer, heart attacks and strokes.

For appointments please call the usual practice number 01944 710226 and press option 1. Initially you will be offered a telephone consultation; if a face to face review is necessary then arrangements will be made to ensure this happens.

Rillington is undergoing some much needed improvements which includes an extension to the dispensary area, a new toilet, wash basin and new hard flooring throughout, we hope these will be complete before resuming usual services.

## Newsletter Feedback

