



Welcome to *WellWellWell* from Seascale and Bootle Surgeries.  
Issue 235 May 2020 [www.seascalehc.co.uk](http://www.seascalehc.co.uk)

**Staff news** – In our February edition of WWW we announced that our Hypertension Nurse & Senior Dispenser Annette Barker was set to retire from Seascale & Bootle Surgeries on 30<sup>th</sup> April 2020. Netty has decided to postpone her retirement until 2021 and is staying on at the surgery to help during the COVID-19 pandemic, she is also staying to cover Charlotte's maternity leave. Charlotte in Dispensary is expecting a baby in August. Everyone at the surgery has welcomed Netty's decision to stay on and we are so happy to keep her for a little while longer!

Dr Catherine Blyth has announced she will be leaving us on Wednesday 3<sup>rd</sup> June. Dr Blyth is moving to Westcroft Surgery in Egremont, we wish her all the best for the future. We also have a new GP registrar, Dr Joanne Proctor joined the practice in February and will be with us until August when she will then depart to complete her training to become a fully qualified GP.

**Volunteers** – During the COVID-19 outbreak we have been fortunate enough to have an amazing group of local volunteers who have been delivering medicines to patients self-isolating. If you are self-isolating/shielding and have no family members or friends to bring your medication, please speak to the girls in Dispensary as they can assist and provide the number for a local volunteer in your area. Please can patients try and order all their medication at one time (i.e. once a month) to prevent multiple trips for the volunteer, they are doing this in their own time and providing a free service and we do not want them delivering to the same household multiple times a month. We thank all our volunteers and staff members for providing this service during this difficult time.



## E-School Nurse Video Clinics

Twice weekly online health support and advice for parents, carers and professionals, supporting children and young people aged 5-19 years old.

**Tuesday and Thursday**  
During school term only

You will be able to talk to the nurse over a live video link that is private, secure, confidential and convenient for you. In consultation with you, the nurse will assess the child or young person's health problem and provide you with the support and advice needed.

For more information on the E-School Nurse video clinic

Please read the information leaflet or visit:  
[www.cumbria.gov.uk/ph5to19](http://www.cumbria.gov.uk/ph5to19)

You can telephone for an appointment  
0300 30 34 365



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happierhealthiercommunities.

### Need some advice for your child?

Cumbria Council has initiated a service where parents for children between the ages of 5-19 can contact the school nurse during school term time for advice or health support.

**You must have online access.**

Telephone 0300 3034 365 to arrange an appointment.

**Bank Holiday Closures** – Friday 8<sup>th</sup> May and Monday 25<sup>th</sup> May we would usually be closed for the bank holidays however this year we are required to open to ease pressure on secondary care. We will be open our normal working hours on both days.

## Training Days

All Training Afternoons have been postponed until further notice.



## Online Pharmacies

Some of our patients have chosen to register with online pharmacies to deliver medication to their home. The Dispensary will facilitate any patients who wish to nominate these pharmacies however some key points to remember:

- No we cannot ring the online pharmacy on your behalf if there has been a problem with your prescription i.e. Failed delivery, late delivery, incorrect medication. These companies will only speak to the patient not us.
- Patients may have a delay of up to 3 weeks before they receive their prescription in the post due to the influx in patients signing up to online services during COVID-19.
- “My prescription hasn’t arrived in the post can you dispense it for me?” We can only dispense the medication when the online pharmacy has returned the original prescription back to the ‘spine’ so we can retrieve it. Again, the patient must contact the pharmacy to arrange this as we can’t phone them.
- Wait times on some online pharmacy phone lines can be as long as 2 hours.

We can only change your prescription nomination if you tell us, please let a member of the Dispensary Team know if you would like your nomination to be changed so we can dispense your medication.

## Dispensary information www.dispensingdoctor.org



### 5 good reasons to use your local practice dispensary



- ✓ Expert dispensary care
- ✓ Caring staff who know you
- ✓ One-stop convenience
- ✓ A team of healthcare professionals to answer queries
- ✓ The NHS payment for your prescriptions can be used to improve other surgery services

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- ✓ Repeat prescription ordering
- ✓ Card payment facility
- Home delivery service
- ✓ Help and advice with your medicines



We are always happy to help you...

Just ask us, today!



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## Appointments

Patients who have been asked to come in to the surgery for face-to-face appointments will be asked to wear a visor during their appointment. At the end of the appointment visors are to be placed into the designated bin next to the fire escape exiting onto the Library Car Park. The visors are then disinfected and re-used in clinic.

Lastly a thank you to all of our patients who have been supporting our staff during this time, all of the cakes, biscuits & energy drinks have been kindly received. Also the PPE equipment received from local businesses and individuals to protect our front line staff are appreciated.