



Welcome to *WellWellWell* from Seascale and Bootle Surgeries.
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Flu

Our first flu clinic took place on Saturday 3rd October – We would like to thank all of our dedicated Nurses, Dr Miles and supporting staff who came in on their days off to provide this service.

Several flu clinics have been held since the beginning of October and we continue to vaccinate those eligible.

We fully appreciate that the demand this year in light of COVID has been higher than anticipated, we are doing our best at obtaining enough vaccines so we can provide the service to as many as possible. It is worth mentioning that flu vaccinations are ordered one year in advance therefore it appears all GP practices are in the same boat with insufficient supplies as nobody predicted a global pandemic of this scale one year ago which appears to have created a surge in demand for the flu vaccination this year.

Answerphone Service

As mentioned in our October issue of WWW we announced we would be moving over to an answerphone service for repeat medication requests.

We officially moved over to the answerphone service on Wednesday 14th October.

Patients can contact the dispensary line as they always have done previously however there will not be a person to speak with directly when ordering medication, you will be required to leave a message.

Patients who leave their medication requests on the answerphone service will be required to leave their name, date of birth and the name of the medicines they are requesting. We ask that patients tell us where they would like to collect their medication from and allow the usual 48 working hour turnaround time for processing.

Bootle telephone line remains unchanged and patients who normally collect at Bootle can continue to phone on 01229 718711 during the designated opening hours for medication requests – Requests for collection at Bootle Surgery are not to be left on the Seascale voicemail service.

As always, we recommend ordering online where possible as these requests can be placed at any time of the day including weekends. If you would like to set up online ordering please speak to a Receptionist who can provide you with a unique login code.

Prescription request forms dropped in at either surgery in the request boxes are still accepted.

FAQ's

- Why have you changed from the old system? – We changed the system due to staffing levels it was becoming increasingly difficult for us to have a staff member on the phone line for 4 and a half hours a day. This way we can continue to make sure the dispensary turnaround time for prescriptions is 48 hours as the clerk can now assist the dispenser on duty in making up prescriptions and check on the answerphone system at intervals.
- How do I know you have received my message? – There is no call back service, the messages are picked up several times a day and processed we will not be telephoning

every patient back to tell them their prescription has been issued, we will only contact you if there is an issue with your prescription.

- My list of medication is quite long, am I expected to list every single drug? – If you have an extensive list of medication you can tell us you would like everything and tell us the items you don't need if this is easier. For example "I need everything on my repeat list but I do not need a GTN spray this month".

We know this is a learning curve for some patients, it is for staff as well! However we appreciate your understanding when using our new service.

4 Week Lockdown

We understand that with the announcement of a new lockdown there are going to be a number of patients concerned about the situation, especially those in very vulnerable risk groups and also those with children attending educational settings. The current government advice about high risk groups is available here: <https://www.gov.uk/guidance/new-national-restrictions-from-5-november>

Further publication is due on Monday 2nd November, and the Government will be writing to affected patients. The GPs at the surgery have no additional information above and beyond this and are unable to help with requests for sick notes or other letters in such circumstances.

For people concerned about children attending educational settings; we understand and sympathise with the concerns around children attending school at this time, especially if a household has extremely vulnerable members. As a practice we are very sorry, but decisions about children attending school are not ours to make. It's not something that we can help with. We would suggest a discussion between the people involved and the school to decide on the best course of action.

As with the previous lockdown, we will not be doubling up prescriptions as this will only exacerbate any potential shortages. We do allow representatives to collect medication on behalf of others, this includes family, friends, neighbours & local volunteers.

One Way System

Due to the season changing and the bad weather we are no longer operating the one way system at Seascale. Upon arrival to the surgery you will see arrows on the floor to direct you and we ask patients to adhere to social distancing measures when in the building. When leaving the building you may exit the same way you entered.

CHOC phone triage

On Thursday 26th November our phone lines will be closed in the afternoon and picked up by Cumbria Health on Call. This is to help us continue delivering the flu vaccination programme to those eligible.

The building will still be open as well as dispensary and the prescription request answerphone service is still available for requests on 019467 27451.



Thursday 19th November Seascale Surgery will be closed from 1pm for Training.

Bootle will close at the regular time of 12:00.

For medical assistance during this time you are advised to call 111.