



Health Matters – June 2020

*An occasional update from
Hoveton & Wroxham Medical Centre.*

The priorities of the GP partners and staff during the Covid-19 pandemic:

1. Maintain our primary care services – including dispensing medicines.
2. Minimise the risk of infection within the Medical Centre to enable us to maintain our services and to protect patients and staff.
3. Contingency planning to make sure we are prepared.

- **Appointments.** The Medical Centre has now settled in to a new routine that enables our priorities to be met. Most appointments continue to be by telephone unless the clinical decision is that a face-to-face appointment is necessary.
Please do not come to the Medical Centre if you do not have an appointment.
We would encourage patients to wear face coverings/masks when they attend the surgery.
- **Self-Referral Physiotherapy.** Hoveton and Wroxham Medical Centre is now offering an additional NHS service for patients who have spinal, joint or soft tissue pain. The service provides a telephone call from a specialist physiotherapist with diagnosis, advice regarding treatment and if necessary, referral on to specialist services. Face-to-face services will be implemented when the current COVID-19 situation allows.
For self-referral, please call Pure Physiotherapy on 01603 791190.
- **Hospital Referrals.** Patients should still expect to wait longer than usual for non-urgent or elective procedures during these unprecedented times. Each hospital will be contacting their patients as appointments/operations are confirmed. Or alternatively, please contact Outpatient bookings via the NNUH switchboard on 01603 286286.
- **Routine Health Checks.** After a temporary reduction numbers of health checks and annual reviews, we are now increasing capacity within the infection control rules. Prioritisation will be based on clinical assessment and patients will be sent reminders in the normal way.
- **Most Vulnerable Patients.** Every one of us is vulnerable during this terrible pandemic. However, some are more vulnerable than others. The NHS initiated work in late March to highlight and warn those most vulnerable patients. A letter was then sent by the NHS advising patients to 'shield', meaning a strict regime of precautions in addition to the lockdown precautions we are all following. We are expecting the Government to write to shielding patients before the end of June. Further advice can be found through our website.
- **Testing.** We can offer testing for research purposes on the rare occasions that patients are symptomatic within the Practice but prompt testing is administered externally through the NHS website or by 'phoning 119.
- **Communication.** Our website and email are the main ways of communicating with patients. So far this has proved successful allowing demand and clinical capacity to be better managed.
Those with no Internet access can continue to telephone as usual.
- **Bottom Line.** The statistics show, but one should always be wary of statistics, that we have very few cases amongst our patient population; fewer than 10 confirmed cases. This will not include those infected but untested. Rigorous measures within our care homes have also been extremely successful. The practice nevertheless continues to do everything it can to minimise the risk within the building.