



Park Lane Practice Patient Newsletter May 2020

Facebook & Website

Please follow us on Face book and see our website for further updates.
@parklanepacticesunderland

PPG Meetings

All of our PPG meetings have been stopped at the moment; I will keep you informed as to when we can start again.

Prescriptions

We are currently trying to take prescription requests via telephone we have a prescription located in the lobby.

We are also trying to get patients to nominate a pharmacy to enable us to send a prescription electronically. Please let reception know which chemist you would like to nominate when you order your prescription.

Comments, Compliments & Complaints

If you have any queries, comments, compliments or suggestions that you would like to share with us about the changes we are making to your surgery, improvements that you would like us to consider for the future, or event suggestions for topics to be included within the next practice newsletter, please direct these to our Practice Manager, Lucy Pickard.

Mutual Aid

Some of our staff has volunteered to work within other departments over the last couple of weeks, to help out with the pandemic. We would just like to say well done and thank you to them!

Coronavirus Update

We have currently adapted the way we are working throughout this current time. We are using telephone triage and video consultations with invite only face to face appointments.

If you need an appointment, you will be called back by either an Advanced Nurse Practitioner of the GP who will discuss your needs and if they feel like it can be dealt via video you will be asked to conduct a video consult or if they feel like they need to see you face to face you will be invited down for an appointment. You will have to press the buzzer at the front door and give your name to gain access.

Our practice nurse is also carrying out asthma checks and COPD reviews via the telephone please don't be alarmed if you receive a telephone call.

We would just like to take the opportunity to thank you all for your co-operation over this difficult time. We are trying our very best to keep all the patients and our staff safe.

Carers

Do you look after a family member, friend or neighbour who could not manage normal day to day living without your help because of a health condition? **If you do then, you are a carer so please contact the surgery.**

Dates we closed for Staff Training

All of our current training dates have been cancelled however we will update you when we get new dates.



Immunisations

We are still carrying out baby & other immunisations within the surgery. We ask that you attend alone and when attending with a child one adult accompanying.

During a pandemic, it's more important than ever to keep up with infant, child and adult immunisations to prevent outbreaks of other diseases. Our nurse or reception team will contact you to arrange an appointment if you or your child is due any immunisations.

Contact Details

Could we please remind all patients to ensure that we have up to date contact details for you including mobile telephone numbers and even email addresses where possible. This will make it easier for us to contact you should there be any problems with your appointment or if we need to contact you in an emergency.

Online Services for Patients

Did you know you can register to use our online services?

By registering for patient access you can book routine appointments, order your prescription and update personal details and view your medical record.

25% of our appointments will be available to book using this service. To register for this service please ask reception.

Domestic Abuse

If you are in an emergency, please call 999.

National Domestic Helpline
0808 2000 247

Bright Sky Mobile App

Find your nearest domestic abuse support service by using the Bright Sky App. It's available to download for free.

Call the surgery and ask for 'CLAIRE' we will then know you are in need of help.

Playdoh Recipe

2 Cups of plain flour

1 cup salt

1 tablespoon of oil

Half to 1 cup of cold water

2 drops of liquid food colouring

Mix the flour, salt and then add water, oil and food colouring. Knead the mixture well, add a little more flour if the consistency is too wet.

Children

We're all spending a lot more time at home at the moment which means we have to come up with new ways to keep the kids entertained. We have some ideas below;

1. Den making
2. Homemade Playdoh
3. Postcards to family & friends
4. Grow your own veg
5. Potato Printing
6. Treasure/ Nature hunt
7. Bug Hunt
8. Baking
9. Hand print pictures
10. Board games.

Lots of celebrities are offering free entertainment;

1. Carol Vorderman is offering a free maths class.
2. David Williams has released 30 free audio books.
3. Joe wicks doing daily workouts for kids.
4. Dance with Oti Mabuse
5. Food Tech with Jamie Oliver

Together

We are all in this together. On behalf of Park Lane Practice we thank all the key workers and all of the NHS. Thank you. 😊

And a thank you to our wonderful staff team.

More information

If you need any more information on any of these topics, please don't hesitate to contact us.

Mental Health

Taking care of your mind as well as your body is really important while staying at home because of COVID – 19. You may feel bored, frustrated or lonely. You may also be low, worried or anxious, or concerned about finances, your health or those close to you. It's important to remember that it is OK to feel this way and that everyone reacts differently. Below are some tips and advice of things you can do to keep on top of your mental wellbeing at home.

1. Find out about your employment and benefit rights. Use Gov.uk for advice.
2. Plan practical things.
3. Stay connected with others.
4. Talk about your worries.
5. Look after your body.
6. Try to limit the time you spend watching or reading the news.
7. Carry on doing things you enjoy.
8. Take time to relax.
9. Think about your new daily routine.
10. Look after your sleep.
11. Keep your mind active.

Contact Numbers;

Rethink Mental Illness

0300 5000 972

Sane

0300 304 7000

Support within the community

Sunderland Council has launched a project to help support there residents and communities. If you need help please call 0800 2346084. They can help with things like shopping, delivering food parcels, collecting prescriptions and even giving emotional support.

If you can offer support and are not over 70, pregnant, have no long term health conditions and have no symptoms please call 0800 2346084.

Shielding Patients

People who are clinically extremely vulnerable should have received a letter telling them they're in this group or been told by their GP.

Shielding means;

1. Do not leave your house.
2. Do not attend any gatherings. This includes religious services.
3. Avoid contact with someone who is displaying symptoms of COVID – 19.

The government is currently advising people to shield until the end of June and is regularly monitoring this position.

If you need support you can register online at or by telephone on 0800 0288327. You will need your NHS number when you call, this will be at the top of your letter you received letting you know your clinically vulnerable or any prescriptions. The government can help by delivering essential groceries and support.

Contact your pharmacy to ask them to deliver your medication to you if they can or to help you find a volunteer (who will have been ID checked) to deliver it. Any essential carers who support with your everyday needs can continue to visit unless they have any symptoms of COVID – 19.