

Jubilee Park Medical Partnership Patient Newsletter Spring 2020



Important Information

On **Wednesday 10th June** we will complete the merge process by bringing together our computer systems.

As a result appointments will **not** be available from **12:30 on the 10th June until late morning on the 11th June**. The staff will be here to answer the phones, however they will not be able to access patient records during this period. We apologise for any inconvenience this may cause.

Going forward this will allow patients to make appointments at either of our sites.



Covid-19 Information

During the coronavirus pandemic there have been some changes to the way we treat patients. We have introduced telephone triage and video consultations.

If you feel you have symptoms or are worried about someone you live with you can contact 111 online for advice:
<https://111.nhs.uk/covid-19/>

Testing is now open to the public with Covid-19 symptoms by visiting www.nhs.uk/coronavirus or calling 119 to book a test.

For further information on coronavirus please visit:
<https://www.gov.uk/coronavirus>

A big thank you....
We would like to say
thank you to all our patients
for your patience and
understanding during the
Coronavirus pandemic.

Latest News

We have merged!!

As of 1st April 2020, we officially merged our two practices to become Jubilee Park Medical Partnership.

The merger of our practices has brought together a new management structure. This consists of **Michelle Turpin** as the Business Manager, **Rachel White** as the Quality Manager and **Lia Bealing** as the Operations Manager.

You may have noticed the smart new uniform the staff are wearing 😊

Our receptionists are now known as The Care Coordinators. Not only are they there to answer your calls, they will signpost you to the correct service or book you in for a telephone triage appointment with either a nurse or doctor.

During triage the clinician will decide if they need to see you face to face. They may want to start a video consultation, for this a link will be sent via SMS. If you are required to be seen in person, you will be booked in for an appointment in surgery.

When attending the surgery for an appointment, we would ask that you do not arrive early. This is so we can maintain social distancing in the waiting room.

We are now able to send Sick/Fit notes to patients via SMS using a new system we have implemented. This is an easy and efficient way and also during the current climate avoids patients having to come into the practice in person.

A lot of our patients have now opted to have their prescriptions sent electronically to a nominated pharmacy. We would encourage all our patients to sign up to this service as it is a much safer way of receiving your repeats and again avoids unnecessary visits into the practice.

If you have any questions, do not hesitate to contact our friendly Care Coordination team who will be happy to assist you.

Visit our new Website for further practice information:

www.jubileeparkmedicalpartnership.co.uk

Or follow us on Facebook

@parkhousemedicalcentre
@thejubileepactice



Sun Safety & Hayfever

We have all been enjoying some lovely sunshine recently! It is important to wear sunscreen when going outside to protect your skin from harmful UV rays.



Did you know that your local pharmacy can help you with hayfever relief? Products can be bought over the counter. Speak to your pharmacist for advice.



Self-Care

A well-stocked simple first aid / medicine cabinet can really help throughout the year.



- Plasters / dressings
- Antibiotic ointment
- Thermometer
- Anti-diarrhea medication
- Laxative
- Rehydration sachets
- Antacids
- Antihistamine,
- Pain relievers
- Cough and cold medications
- Antiseptic solution

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>
How about you download the NHS App today!

Are you feeling Low? Stressed? Is the current pandemic making you anxious?

These local talking therapy services are open and available:

Trent PTS

<https://www.trentpts.co.uk/self-referral/>

Insight Healthcare

0300 555 5582

Every Mind Matters

<https://www.nhs.uk/oneyou/every-mind-matters/>

Keep us Updated.

It is important that we are able to contact you.

Please let reception know if you have changed either your address or your telephone number so that we can keep our records updated.



Text reminders for appointments

Did you know that if we hold your mobile telephone number we can send you text reminders about your appointments? Please ensure we have your up to date information.

May Bank Holiday Dates

Monday 25th May - Closed Bank Holiday

Please make sure your prescriptions are in on time.

*If we are closed please use **NHS 111 SERVICE** or the **URGENT CARE CENTRE**.*

Carlton
Lowdham
**Jubilee Park
Medical Partnership**

We support the health and well-being of those we care for in our community, by delivering highly effective, accessible and patient-focused healthcare services in a safe, caring, respectful and compassionate environment.

Delivering
high quality
Patient Care
in partnership

Promoting
Equality
Dignity, Honesty
and Compassion