



Marysville Medical Practice

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CORONAVIRUS / COVID-19

Due to the Coronavirus, Shrewsbury has changed dramatically in just one week, and the impact on Marysville is massive. **Services will not be provided 'as usual' and patients and staff will have to be flexible.** We are currently under immense pressure due to increased demand and also losing staff due to self-isolation and those needing to look after family. **We are therefore having to severely restrict the service available by prioritising acutely unwell patients and those with serious conditions.** We are not able to book appointments ahead at present as we cannot guarantee what staff we will have available and also we need to assess patients on the phone or via video link first to minimise risk to them and to us. We do have contingency plans to join up with other practices should one of us no longer be able to operate safely so that a basic service to deal with acutely ill patients and those with serious on going conditions can be provided.

Routine hospital services are generally being suspended for 12 weeks to enable full resources to be given to those who will be very unwell.

Working smart - Marysville has been using **telephone calls and also email** (to look at pictures and rashes) for some time so we will continue to maximise this technology. We also have facetime/skype available to use if we need to see a patient. This is proving very useful for things such as asthma reviews so that we can still watch how a patient takes their inhaler technique for example. Please use e-consult on our website whenever possible to reduce the pressure on reception; this is on the front page of our website www.marysville.co.uk and is a set of questions to answer to give us the information so that we can respond in whatever way is needed - by emailing out a sick note, answering a query on results, or contacting you by phone. We respond within 24 hours.

Prescriptions - These are being issued as normal and normal supply will be issued! However due to heightened anxiety this week the prescriptions ordering (POD) service is under immense pressure at present with patients inappropriately ordering or stockpiling. Please continue to order your prescriptions as normal, when they are due. Prescriptions cannot be issued for a greater than usual amount. Do not ring the POD if you have more than 7 days of medication left. All prescriptions will be sent electronically to your nominated chemist. We are sending all prescriptions directly to your nominated pharmacy (or inviting you to nominate one) as patients can no longer collect paper prescriptions from the surgery. This is to prevent patients coming to the surgery unnecessarily and exposing them and us to infection. We have a practice Pharmacist, Ruby Mughal, who is freeing up the GPs hugely by issuing the majority of prescriptions for us. Do contact her with any queries and allow her to deal with as much as she can.

Changes in the Surgery to reduce infection Risk:

- **Restricting number of patients entering the building - as above but we also ask that you come unaccompanied to any appointment if possible**
- **Waiting room emptied and seats placed apart - this should mainly be empty now**
- **Reducing any paper items/letters handed in or being collected- using email where possible**
- **We will have just 1 or 2 clinicians each day seeing patients- others will be on telephones/skype e-consult**
- **Clinical rooms- Patient chairs placed 3m away where possible to keep a safe distance**
- **GP/ANP/ Urgent Care Practitioner (UCP) - will be wearing personal protective equipment and often in operating room "scrubs"**

Essential services such as childhood vaccines and cytology (smear) tests will be done in specific clinics when ill patients are not in the building to minimise risk

What can you do to help?

In this unprecedented situation keeping ourselves and others safe is paramount.

Please WASH YOUR HANDS frequently and minimise social contact whenever possible.

Please **DO NOT STOCKPILE** - this is not needed and is making the situation worse not better.

Think of others - please do what you can to help elderly neighbours and those in your community.

I hope you can stay well but if you have any fever or cough or symptoms that you think might be the coronavirus DO NOT come to the surgery but stay at home, isolate yourself and use the on-line 111 service at 111.nhs.uk/covid-19

HELLO! If you are self-isolating, I can help.

My name is

.....

I live locally at

.....

My phone number is

.....

If you are self-isolating due to COVID-19 I can help with:

Picking up shopping

Posting mail

A friendly phone call

Urgent supplies

Just call or text me and I'll do my best to help you (for free!)

Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.

#ViralKindness

Look after yourself and your loved ones, but if you are able please do look after your community as well. We all need to come together at times like these.

We will get through this and come out the other side stronger.

With best wishes from Dr Julia Visick and all at Marysville Medical Practice