

Lyndhurst Surgery

May 2020

Coronavirus 19

Thank you to everyone for playing such a vital part in helping with the immediate changes we have had to implement at the surgery, at this very unusual time. We are also very grateful to everyone in the community who are supporting family, neighbours and friends who need to remain in their homes.

If anyone requires any help please contact your local Isolation support group

Lyndhurst & Emery Down	02380 284426
Minstead	07791 642032
Cadnam, copythorne & Bartley	07919 275545
Ashurst & Colbury	07510 371440

Coronavirus Hampshire Helpline 0333 370 400 <http://www.nfdc.gov.uk/coronaviruscommunity>

NHS Volunteers Responders are also available to help. Please call 0808 196 3646.

Some local businesses are still open and will arrange to deliver. For more local information please visit the website www.lyndhurstcommunityhub.co.uk

Surgery Information

How to get advice

We are currently trying to minimise face to face contact to reduce the risk of COVID-19 transmission. However if a clinician feels you need to be seen this will be arranged with you after an initial telephone call.

We are running a telephone triage service each morning and afternoon. Please contact the admin team to arrange a call. If this is regarding an on-going issue this call may be arranged for a day when the GP dealing with this issue is in, for continuity.

You can also email in a query or use our e-consult service which can be found on our website. If you feel that you are unwell and need urgent medical advice please contact us as you usually would.

2 Church Lane
Lyndhurst
Hampshire
SO43 7EW
Tel: 023 8028 2689
Email: whccg.lyndhurstsurgery@nhs.net
<http://www.lyndhurstsurgery.org.uk>

Dr A Cleland BSc MB BS MRCP
Dr M Walling BM MRCP MRCP
Dr L Farrell BM BSc (Hons) MRCP
Dr R Hinton BM BMed Sci

If you feel you are experiencing a medical emergency please call 999/attend your local A&E as you usually would.

Attending the surgery

Currently our doors are locked to protect both patients and staff. If you have an appointment at the surgery or have been asked to come to the surgery please ring the doorbell, stand behind the 2m line on the floor and a member of the team will come to the door. You will be asked to wear gloves and a mask when you enter the surgery (these are provided).

Samples should ONLY be brought up if advised. You will be given a time to do this.

Requesting prescriptions

- Prescription requests can be made via email/e-consult online using patient access. We are unable to take medication requests over the phone. Scripts are being sent to a nominated pharmacy of your choice so that you will collect your meds directly from them.
- We are also recommending that patients sign up for Patient Access or use the NHS app to re-order repeat medications.

Surgery News

We are pleased to welcome back Dr Kamal Ragupathy who has re-joined us as a GP Registrar. He will be with us until the end of September.

Dr Rhian Hinton is expecting her baby in the Summer but due to government guidelines is now working from home until she takes her maternity leave in July.

We are delighted that Dr Olivia Jagger who was our GP Registrar, is joining us as a GP Partner in July and will be doing 5 sessions a week.

Dr Mari Walling will step down as a GP Partner in May but will continue to work for us as a salaried GP for 2 sessions a week.

As subscribers of our newsletter I am writing to check that you are still happy to continue to receive this information. Please feel free to email me if you would like your details removed. Our generic email is whccg.lyndhurstsurgery@nhs.net. Please mark the request for my attention and I will deal with it.

Many thanks. Keep well and keep safe.

Noelle Head
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