

EVERGREEN OAK AND CREEKMOOR SURGERIES

43 Commercial Road, Parkstone, Poole BH14 0HU

Tel: 01202 747496

Email: evergreen.oak@nhs.net

Website: www.evergreenoaksurgery.co.uk



1 Borley Road, Creekmoor, Poole BH17 7DT

Tel: 01202 659351

Dear Patient

The partners and staff of the Evergreen Oak and Creekmoor Surgery would like to thank all our patients and their families for their understanding and co-operation during the current pandemic. Your patience has been very much appreciated.

We will follow NHS guidance on when to reintroduce our services and will always follow current best practice in addition to maintaining our new ways of working. This means we are still unable to offer routine booked face to face appointments.

You will also have seen significant changes in how general practice has had to adapt during the crisis and develop new ways of working. The doctors are doing many more telephone consultations and are using computer technology to obtain photos securely and do some consulting using video. They are still seeing patients when it is necessary, but all patients are first having a telephone assessment.

Currently all our face to face contacts are being seen at the Evergreen Oak Surgery. Patients are asked not to turn up at the surgery without an appointment. We are recommending all patients who attend the surgery to wear a face covering. A visor on its own is not enough, please wear a mask.

Both doctors and nurses are wearing Personal Protective equipment (PPE) when seeing patients.

Electronic Prescribing and Electronic Repeat Dispensing

This is another service which has expanded since the pandemic. Paper prescriptions are now a thing of the past and all prescriptions are being sent electronically, so it is important that you inform us of your preferred pharmacy. Once you have done this, all your prescriptions will be sent to this pharmacy unless you request otherwise. If you already regularly receive your medicines from your preferred pharmacy, then you do not need to take any further action.

Patients who have regular prescriptions which are stable and unlikely to change regularly may be suitable for Electronic Repeat Dispensing. This helps to improve efficiency for the doctors and pharmacists. It also means patients do not have to re-order their medications as often. Please ask your pharmacist if you are interested in this service.

Flu Season 2020-2021

A flu vaccination is available to eligible patients every year to help protect them against flu and its complications. It is our priority to help our patients stay fit and healthy during the winter months. If you are eligible for the flu vaccine you will be invited via text or a phone call. We are working differently this year so please see the measures we have put in place on our website

www.evergreenoaksurgery.co.uk

Childhood Vaccinations

Throughout the pandemic we have still been undertaking childhood immunisations. Health experts strongly advise that you should make and keep your children's immunisation appointments as planned. This advice also applies to teenagers who are due their routine immunisations. The benefits of your child being immunised is that it gives your child the best possible protection against dangerous diseases and when your child is immunised, they are protecting the whole community. If you are not sure if your child is up to date with their immunisations, please contact the surgery.

Primary Care Networks

Evergreen Oak and Creekmoor Surgery is part of the Poole Central Primary Care Network (PCN), which was formed one year ago. The PCN's purpose is to facilitate close working relationships with our neighbouring practices and the wider healthcare system.

During the pandemic the PCN has set up the "Red site" facility for patients who need physical examination whilst having symptoms of Coronavirus.

Change of Personal details

Please can you still let us know when you have a change in personal circumstances e.g. change of name, address, mobile, email address. This is so important as without it we cannot send out up-to-date information to you. You can find an online form or eConsult on our website.

Long Term Conditions

We have recently changed our Long-Term Condition policy and are now reviewing patients in the month of their birth. We hope this new process will be more efficient and less time consuming for our patients. As we are still not able to conduct routine face to face consultations, you will be contacted by the nurse by telephone first with an option to complete an online questionnaire prior to the consultation. If you are unable to receive a text message you will be sent a letter. We hope you find this new process straight forward and easy to use. If you have any questions regarding the annual review process, please do not hesitate to contact us, and as this is a new process, we would appreciate any feedback on how the system works for you.

Social Prescriber

We are pleased to welcome Elaine Luck to the team in the new role of Social Prescriber. Social prescribing helps to connect people with non-medical activities, support and community services to improve health. As "lockdown" is eased Elaine can help people to get involved in local groups, social activities and support groups. She can provide support with housing, transport, accessing benefits and council services. She also offers advice on volunteering opportunities. This service can be especially valuable for those with bereavement, mental health issues, single parents, long term conditions, or those who struggle to access support or are having difficulty socialising as lockdown restrictions are eased.

Health Coach

We are pleased to welcome Lindsey Rodgers to the team in the new role of Health Coach. A health coach can explore what is important to you and what steps you need to take to make you feel more in control of your health and wellbeing. This service can be especially helpful for those suffering with a health condition, isolation, anxiety, fatigue, depression, loneliness, finances, grief and pain.

The Future of General Practice

None of us really know what the future holds. What we do know is that medical services including general practice are very unlikely to return to how they were prior to Coronavirus.

Telephone consultations and e-consultations are likely to remain an important part of general practice. Prescribing will remain paperless and the doctors and nurses will be wearing PPE for many months to come.

One thing we can confirm is that we are still here to care for all our patient's needs, whether the communication is by text or phone. Please be assured if a Doctor feels that a patient needs to be seen face to face then they will arrange for you to be seen at the surgery.

Suggestions

If you have a positive experience at either of our surgeries, we would be most grateful if you would take a few minutes to write a review on the NHS Choices website.