

24 April 2020

Dear Patient,

Patient Advice – COVID-19 Pandemic

We would like to thank all our patients for their patience and understanding during these difficult times for everyone, and would like to give a brief update on the practice, and various support services available:

1. Shielding letters

The practice has been very busy identifying patients who are considered clinically extremely vulnerable from Coronavirus. Those patients will have received a letter advising them to stay at home at all times for 12 weeks. If you have not received a letter you should continue to follow government social distancing rules.

2. Prescriptions

We would strongly encourage all patients to register for online repeat prescription service. This process is quicker and more efficient as you can request your medication at any time, and it is sent direct to a GP to authorise.

Please enrol for our [online services](#) or via the [NHS App](#).

3. Appointments

To protect both patients and staff we are following national guidance regarding postponing non-urgent face-to-face appointments.

However we would like to remind our patients that **if you are unwell please do contact the practice to book an appointment**. We will offer a video consultation and, if required, we will arrange to see you face-to-face if clinically safe to do so.

Also please remember that A&E is still open and they have coronavirus free zones if you do have an accident or an emergency.

4. Chronic disease reviews

It is important that we continue look after our patients with chronic illnesses, and we will continue to carry out some of these reviews, such as Asthma and COPD, via video consultation.

For patients who have annual BP check, if you have a home BP monitor we would be grateful if you would [email](#) the practice for a home BP form and return this to us after taking ten readings over 5 days.

5. Pregnant patients and newborns

We are still offering appointments with the practice midwife, and we are still booking routine baby checks and vaccinations.

6. FCP (Physio) appointments

Our practice-based First Contact Practitioner (FCP) is still providing expert assessment, diagnosis and management of soft tissue, muscle and joint conditions, via video consultation. You do not need a GP referral for this, just ring or email Reception to book an appointment.

7. Patients suffering with anxiety and depression

(a) Our **Practice-based Self Care Coordinator** is still available to offer one-to-one support for patients struggling with anxiety and depression, as well as any issues relating to financial difficulties, diet/weight management, relationships, housing, employment, loneliness and social isolation

You can self-refer to this service, just call **0161 204 4675**

(b) Patients can self-refer to the **Stockport Psychological wellbeing service**, 0161 480 2020, for one-to-one support for common mental health problems

(c) **Young Minds** are also providing advice for young people who feel anxious about Coronavirus - <https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/>

8. Emotional wellbeing services

Three new emotional health, wellbeing and mental health services have been launched by Stockport Council and Stockport CCG to help patients to cope during the COVID-19 crisis:

- **The Big White Wall** - www.bigwhitewall.com/
24/7 anonymous emotional wellbeing and mental health service for anyone over the age of 16
- A **new 24/7 mental health helpline** for anyone over the age of 18 in Stockport - **0800 138 7276**
- **Emotional Wellbeing Hub** - **0161 217 6028**
Providing information, advice, and guidance for anyone up to the age of 25 for emotional wellbeing and mental health concerns

9. Patients with Dementia

Telephone helpline for people living with dementia and their carers | **0799 077 7175**, email stockportdementiacaretraining@nhs.net

There is also a helpful dementia website which lots of advice and resources <https://dementia-united.org.uk/home/coronavirus-information-for-people-affected-by-dementia/>

10. Carers

If you are a Carer and you are unwell and unable to continue in your caring role please ring Adult Social Services on **0161 217 6029**

11. Bereavement helpline

There is a new bereavement helpline available **0800 2600 400**

12. Christie Helpline - 0161 956 1900

A helpline offering psychological support for patients whose treatment has been paused, or stopped and for relatives/loved ones of inpatients who are in the Last Days of Life and unable to have visitors due to infection risks.

13. Thank you

Lastly we would like to thank the creative person(s) who left a lovely message on our doorstep. It was lovely!



Yours sincerely

Dr Andrew Johnson

Dr Maher Al-Ausi