



# Meltham Road Surgery

JAN – MAR '22

## Coronavirus: the latest guidance and advice (subject to change)



### Did you know?



If experiencing any symptoms of covid - a high temperature, new and continuous cough & loss of sense of taste or smell - you must not attend the surgery and should isolate immediately.

Appointments are initially telephone-based & will be between the times given by the receptionist, not at the time stated on text confirmations.

You can still book in for your first and second covid vaccinations - simply contact the surgery, use the national booking system or check for your nearest walk-in clinic via the NHS website.

You may be eligible for free medication for various issues via the Minor Ailment Scheme - speak to your pharmacist today.

You must not attend the surgery for covid test results - this can be done over the phone or via our online services.

Struggling with mobility issues?  
Ask our receptionists about booking in with a physiotherapist.

- Masks are still required when attending the surgery. If exempt, you can obtain various exemptions badges from the gov.uk website.
- The isolation period for covid is now 5 days, minimum.
- If you return a positive lateral flow test and are asymptomatic you do not need to perform a PCR test.
- Wash hands thoroughly and regularly with anti-bacterial hand soap using the 20-second routine.
- Use antibacterial hand gel where hand washing facilities are limited.
- Cover mouth and nose with a tissue (or the inside of your elbow) when coughing or sneezing.
- You can ring 119 to contact the covid helpline for any specific enquiries relating to the coronavirus.
- For a comprehensive list of guidance visit [www.gov.uk](http://www.gov.uk)

### Boosters

You can book in for your covid booster 3 months after your second dose - contact the surgery or use the national online booking system. Alternatively, check for local walk-in clinics via the NHS website.

### Obtaining your covid passport

You can obtain your passport either through the NHS app, NHS website or contacting 119 and requesting a physical copy. Please note the surgery cannot provide a copy.

### Online services

Our website offers a variety of services including ordering prescriptions, booking telephone appointments, and viewing test results. Setting this up is quick and easy - ask a staff member for your username and password.



### **Travel**

For travel advice please contact the surgery 4-6 weeks prior to travelling. A telephone risk assessment appointment will be offered as well as a face-to-face appointment if vaccinations are needed.

Note: emergency travel may warrant attending a private clinic if there are no available appointments with us.

### **Prescriptions**

Our prescription line is open between 11:00am - 4:00pm Monday - Friday. Please call during these times to help staff manage requests as efficiently as possible. Please allow 48 hours for requests before collecting them from your nominated pharmacy.

### **Samples**

Samples can be dropped off in the clear box marked 'specimens' located to the left of our entrance area.

Please avoid leaving samples after 5pm on a Friday as these will be left over the weekend.

### **eConsult**

As an alternative to phoning the surgery, you can also fill out an eConsult form to book an appointment with a doctor. Simply head to our website and follow the eConsult instructions on the homepage.

## **Children's Mental Health Week**

**7<sup>th</sup> – 13<sup>th</sup> February**

Mental wellness is integral to our development and maintaining a healthy lifestyle throughout our adult lives, and so it is important to reinforce a healthy mindset from an early age. Head to [www.childrensmentalhealthweek.org.uk](http://www.childrensmentalhealthweek.org.uk) for helpful advice and tips on what you can do to accommodate for a healthier future for your children.

### **A note to our patients**

Surgeries across the world have faced an unprecedented increase in patients accessing their services. As such, this has also put a strain on the volume of patients contacting us at any one time and, as a result, causing delays in attempts to contact us. Please be patient when trying to contact us and, where possible, call us during quieter periods of the day. Alternatively, you may also use our website for a variety of services.

Alongside this has been an increase in verbal abuse towards many of our staff members. Please remember that we are here to help you and are working to the best of our abilities during these tumultuous times. Nobody is immune to the difficulties of the ongoing pandemic, so let's work together to get through this as peacefully as possible. Thank you.