

# Western Elms & Circuit Lane Newsletter

## August 2020

### Dear Patient,

We understand how unsettling these times are for you and your families. Our aim has always been to provide high quality, effective health care delivered by a compassionate and efficient team across Western Elms and Circuit Lane Surgeries.

Over the last few months, Circuit Lane Surgery has not been closed. It however has not had any patient footfall, the same as many others. We closed the 'doors' to patients so that we had and still have a safe place for clinicians and staff to work who had members of their families or themselves who were at risk of COVID. We have put signs on the building and have updated Facebook and newsletters as information has been available.

The service available to CL is exactly the same as WES patients. You can call your own surgery number and a receptionist takes the details and an appropriate person will call back or signpost you to where or what you may need. We have seen very few face to face patients, however we do have a hot hub at Western Elms which stops any cross over of patients and is safer for patients and staff; we couldn't do that at CL.

All patients who have required a face to face visit with a GP have been seen at WES or the Walk-in Centre and some have had visits who may otherwise have struggled to get to the surgery. We have tried to be very adaptable as we are aware that it would be more difficult for some.

CL has been offering bloods and dressings now for three weeks. It is part of a trial to see how we can start to get to some sort of normal whilst measuring risk. We do not know where we are going with a second spike and we would be more concerned by just opening up and having two infected surgeries. We recognise that some would feel disadvantaged so this is our first efforts at moving forward. We have been greeting the patients in the car park, the same as we do at WES and it seems to be working well.

All prescriptions that have been dropped there have been processed, all online work has been actioned, all telephone calls have been diverted and responded to. We are really excited as we have a new phone system coming in the near future ... all singing and dancing! That should make phoning easier. It will remain one line but the CL number will not disappear, we will just promote one number moving forward. Where possible, patients should use the website where you can request an appointment, seek advice from a GP or ask any questions. The responses are really quick and it saves the anxieties of getting through. It also helps those that only have access to a phone.

We are really proud of what we have achieved over these last few months and we don't believe any patient care has been inferior to what they would normally receive. Everything we have done has been in the interest of ALL of our patients and staff at BOTH surgeries. We see ourselves as one.

With best wishes and good health from Western Elms and Circuit Lane Surgeries.



## **WORLD BREASTFEEDING WEEK, 1-7 AUGUST 2020**

This campaign aims to inform, anchor and engage and galvanise action on breastfeeding and related issues. [WBW2020](#) will focus on the impact of infant feeding on the environment/climate change and the imperative to protect, promote and support breastfeeding for the health of the planet and its people.



**6TH AUGUST 2020, CYCLE TO WORK DAY** is for absolutely everyone. It doesn't matter if you haven't cycled in years or have never cycled at all. This is just about giving it a go!! All the cycling action will be happening in our free [Love to Ride online community](#). You can sign up with Facebook, Strava or simply by entering your details, and then connect a smartphone app so you can log their rides. All the info you need to register is on the Love to Ride website.

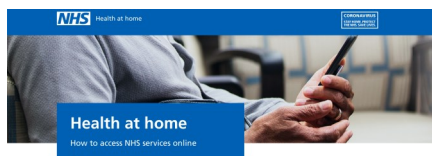
## **15TH AUGUST 2020, CAVERNOMA AWARENESS DAY**

Each year, hundreds of people are diagnosed with a Cavernoma, 1 person in 600, in the UK, has a brain Cavernoma without symptoms. This equates to roughly 90,000 people - enough to fill Wembley Stadium!! This annual event helps to highlight the frequency of Cavernomas in society and encourages people with a Cavernoma to join a community of people with a similar condition.



is and online mental wellbeing community for young people. This service will be an integral component of Berkshire West's mental health provision offering digital counselling and emotional well-being support for young people aged 11-18 years. There are no referrals or waiting lists and services can be accessed anonymously. It provides out of office hours' provision and is open 7 days per week, 365 days a year from noon until 10pm weekdays and from 6pm until 10pm on Saturday and Sundays. A poster is available [here](#). For more information, please visit: [www.kooth.com](http://www.kooth.com)

### **DIGITAL AWARENESS**



[NHS Health at home](#) helps patients to navigate health online and encourages you to try online first when looking for an NHS service. Further down the page is a video, "**If you need to contact a GP**" which gives simple explanations on how to contact a GP practice remotely. Hopefully this will help you in our new world of digital access.

### **SIX WEEK BABY CHECKS**

Due to Covid-19, 6 week baby checks will now be carried out at 8 weeks to coincide with the time of the baby's first immunisations. We will contact you to make an appointment and assess mum over the telephone before coming into the surgery.

### **B12 INJECTIONS**

In light of Covid-19, the guidance on vitamin B12 replacement from the NHS is that each patient will be dealt with on a case by case basis and a discussion with your GP will be held regarding your medication. As advised by Haematology, an alternative, oral B12 can be offered.