

# WE'RE STILL HERE FOR YOU



The last few weeks have been an extremely challenging time. We recognise how tough it continues to be for many people. It is likely that the need to continue to exercise extreme caution in containing coronavirus will continue for many months to come. At the same time, the NHS needs to limit the impact on other health conditions by restoring as many services as quickly as it is safe to do so.

As your local practice team, we'd like to tell you what we've been doing to look after those most in need whilst protecting patients, our staff and the wider community. We also want to tell you what we're doing next to keep **all** of our patient's safe and well, and how you can help.

Firstly, we would like to say a huge **thank you** for all the support you have given to us, for your patience and understanding as we made many rapid changes to how we provide services; for the smiles and kind messages; the donations of hand sanitiser, home-made personal protective equipment, occasional treats and for the many volunteers whose kindness and community spirit has made it possible to help those in our local neighbourhood who need it most.



**Thank you- you have been truly amazing.**

## HERE ARE JUST SOME OF THE THINGS WE CHANGED TO RESPOND TO THE THREATS OF THE VIRUS.

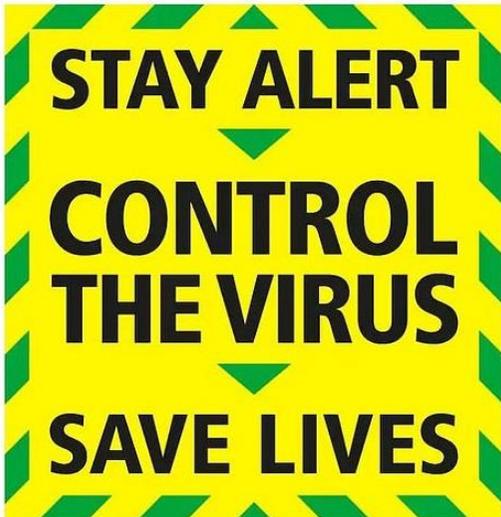
For some, the most obvious change at Churchfield and Sandsend Surgeries was the notice on a closed door asking you not to enter the building.

Across the country GP practices were required to adopt strict infection control measures to prevent the spread between patients, such as in the waiting area or reception, and to protect staff to allow us to keep working, and to protect our families.

**Rest assured however, we have all been here, working hard to keep you safe and well.**

- Increased access to doctors and nurses by telephone, more use of video consultations and answering non-urgent enquiries by email.
- New flexible staff rotas to keep our team healthy and keep operating safely when staff needed to take time off, including people working from home when possible to improve social distancing within the practice.
- A new dispensary collection window to make it safer to pick up prescriptions.
- More volunteers to help us deliver vital medicines to people who needed to stay at home.
- An assessment bay in the car park to allow a clinician to consult safely and discreetly where appropriate to do so without the patient entering the building.
- Dedicated time slots for people needing a blood test or an essential but routine review for their health condition, for immunisations and new baby/maternal health checks.

- Reduced waiting times and bringing people directly into the consulting room, avoiding the waiting area.
- Use of personal protective equipment (masks, aprons, gloves) for all face-to-face contacts.
- Additional cleaning in the practice and specialist decontamination when needed.
- Closer working with other local practices and community teams such as district nurses, physiotherapists, mental health teams, pharmacies, local council services and community organisations including for residents in care homes and those living with frailty or advanced diseases.
- A new 24 hour prescription line  
To order medication from the practice, please call 01947 811500 and leave a message on our prescription line with your name, DOB and your order.  
Don't forget you can also order online at Patient access.



## HERE'S WHAT YOU CAN DO TO HELP

- Be patient with us as we adapt our practice to unprecedented times.
- If you're asked to come to the surgery, please wear a homemade face covering if you have one.
- Do not ignore symptoms you're worried about, especially concerns about cancer (such as blood in your poo/wee or when you cough, new/changing skin lesions, unexplained weight loss, new/growing lumps) or concerns about stroke, heart disease or your mental health. Please phone and talk to us.
- If you have a long term condition, try to keep it as under control as you can, for example through recommended diet, exercise and taking medications properly.
- Take care of your mental well-being: spend time outdoors if you can, avoid too much alcohol and try to keep in contact with friends and family where safe to do.
- Look out for neighbours who may need help and if you're worried about their health or well-being, please tell us.
- Keep your contact details with us up to date especially phone and email to help us keep in touch with you.
- Share your feedback with us about what we're doing well and what we can improve.

Thank you for taking the time to read this update.  
Stay safe and well and remember,

**WE'RE STILL HERE FOR YOU**

## SELF-REFERRAL LINKS AND CONTACTS

- **Physio Direct** – Do you have any muscle or joint problems? If you are over 16 years of age and not under a consultant you can access this NHS service. Mon-Fri 8.30am-4.30pm  
01947 899200 Option 5
- **IAPT** – For those experiencing anxiety, depression or phobias visit [www.northyorkshireiapt.co.uk](http://www.northyorkshireiapt.co.uk)
- **Out of hours mental health helpline** - 0333 0000 309
- **CaVCA**- Non emergency support for Telephone/email friendship service  
Support with collecting shopping/prescriptions  
Information and guidance to self-isolators or otherwise affected.  
Brokerage service for offers of help.

If you need help or can offer help, please leave a voicemail on 01723 362205 or email [ccr@cavca.org.uk](mailto:ccr@cavca.org.uk)



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