



Aspiro Healthcare

@ Cranfield and Marston Surgery

Patient Newsletter April 2020-July 2020



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www.cranfieldandmarstonsurgery.co.uk

We try to fill our newsletter with information that we hope patients will find useful and if there is something you would like to know more about then please do let us know. We would also like to encourage patients to give us feedback on our service good and bad, if there is something that you feel we have done right or someone who has gone that extra mile then please do share with us. You can share your feedback via the Friends and Family test available on our website or forms available from our waiting area.

As you will no doubt be aware the current Covid-19 situation means as a surgery we are having to rapidly adapt. We are working in new ways in order to meet the changing needs of our patient population, support our local hospitals, meet statutory requirements and to keep our patients and staff safe.

How are we doing this?

We are very fortunate to be a part of a highly collaborative Primary Care Network (PCN) which has truly come into its own during the current pandemic. Working together Flitwick, Oliver Street and Cranfield surgeries will be operating 'hot' and 'cold' sites. This will enable us to keep those who potentially have Covid-19 (hot patients) separate from our other (cold) patients, reducing the risk of spread. Cranfield and Marston Surgery will be the telephone triage zone for all Practices.

What does this mean for patients?

If a patient has an urgent medical need they will still call their own surgery to make a telephone appointment in the first instance. They will then be called back by a clinician who will either complete the consultation over the telephone or, if essential to see face-to-face, triage them into a hot or cold clinic depending on their symptoms. The patient will then be told what clinic they need to attend.

What about practice nurse and phlebotomy appointments?

Practice nurses are now only seeing patients for things that cannot be delayed such as urgent bloods, INR, ECG's and dressings. Patients still book these appointments by calling their own surgery. These appointments will take place at the cold clinic. We kindly ask patients to telephone their surgery on the day of their appointment is due to ensure they or no one in their household is symptomatic of Covid-19.

Where will the clinics be and how will patients get there?

It is anticipated that the Hot Clinic will be at Flitwick Surgery and the Cold Clinic at Oliver Street Surgery, Ampthill. Patients who have been allocated an appointment are advised to wait in their car until they are called for their appointment. All patients will be subject to a temperature check before entering the building. If a patient needs to be accompanied to their appointment, only one member of their family will be allowed, who will also be subject to a temperature check. No patient should attend the surgery without an appointment. If patients do not have their own transport a number of voluntary groups have been set up to assist with this and patients will be provided with details.

Cranfield and Marston Surgery development update: Phase one now complete. Building work has commenced on the Marston main site, where we are creating a further 4 clinical rooms upstairs, an interview/privacy room downstairs off the reception desk, a wider waiting area and the installation of automatic doors. We anticipate the work upstairs to be completed by end of May beginning of June 2020, depending on current circumstances. Implementation of the phone system is currently on hold also due to current circumstances.

Do we have your up-to-date contact details?

We use a variety of communication methods to interact with our patients, such as appointments reminders, eligibility for NHS Health Checks etc.

Please update your contact details today at Reception or via our Practice website:

[https:// www.cranfieldandmarstonsurgery.co.uk](https://www.cranfieldandmarstonsurgery.co.uk)

Staff Training Days

During these unprecedented times, staff training days have been cancelled until further notice. For medical assistance outside of normal opening hours, please call 111 for the Urgent Care Centre or for medical emergencies only dial 999

Staff Update – Cranfield and Marston Surgery

We would like to welcome Dr Voke Bamiro to our team. Voke started with us on 4 February and is available on Wednesdays and Fridays. Our International GP, Dr Ivan Kozlozhov is unable to travel to the UK at present, but he continues to study on campus in Poland and is doing very well.

Are you a Carer?

Please contact the surgery to register your details.

Your GP can help support you in providing information and advice on services provided by the NHS.

You will also be eligible for an annual Health Check for as long as you are a Carer. This will include a blood pressure check, weight and urine test and a general discussion about your health.

More details can be found at www.carersinbeds.org.uk

Patient Participation Group (PPG)

We have made a proposal to make changes with our current PPG structure. Details were discussed at great length at our last PPG meeting in November. Our aim is to develop a steer group and a working group within the PPG. We will hopefully have an update on this progress at our next PPG meeting, of which a date is yet to be confirmed. Any patient wanting to become a member of our PPG please contact Rina Persaud, PPG Chair via email at candmppg@gmail.com.

Patient satisfaction is extremely important to us. By involving patients we hear about issues that matter to you, the patients. The Patient Participation Group (PPG) represents your views. Please visit our website regularly for details of our next meeting at

www.cranfieldandmarstonsurgery.co.uk

Repeat Prescriptions

We have been advised that it is possible Coronavirus can live on surfaces for up to three days. We are therefore asking our patients to please order all repeat prescription requests online. To sign up to our online services to access this service, please visit our website at

www.cranfieldandmarstonsurgery.co.uk

Please allow up to 2 working days for your repeat prescription to be processed. Please note that acute prescription requests will not be issued without review by the GP.