

REQUESTS BY TELEPHONE:

A polite reminder to patients that any requests for results must be phoned for **after 2pm** and any requests for a home visit must be made by **10am**.

TRY NOT TO WORRY!

If you get a letter, message or call from us telling you to book an appointment with the doctor following a result, please try not to worry. Your doctor will have already looked at the result and deemed that your condition can be reviewed at their next available appointment, which may entail a wait to be seen.

Please be assured that we will always contact you urgently (often by telephone) should you need to be aware of any results which could be caused by a serious health problem.



HM Government



CORONAVIRUS STAY AT HOME SAVE LIVES

Anyone can spread Coronavirus.

The only reasons to leave home are:

- To shop for basic necessities or pick up medicine
- To travel to work when you absolutely cannot work from home
- To exercise once a day, alone or with members of your household
- Do not meet others, even friends or family

Symptoms:

A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)

A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home.

Use the 111 online coronavirus service to find out what to do.

April 2020

Visit us online at <http://www.churchwood-surgery.co.uk/>

BLOOD RESULTS:

Please allow at least **5 working days** for blood results to come through – this allows the Doctor to receive and review the results – and please always phone after 2pm for results.

TESTS ARRANGED BY HOSPITAL

We are often asked about results, or actions on results of tests that have been arranged by the hospital. Patients should be aware that we do not automatically receive copies of results from the hospital, and that such results will always go to the doctor who organised the test in the first place.

This is in line with current guidance which states that the doctor requesting the test has the responsibility of ensuring that the result of such a test is acted upon. Therefore should you need hospital test results or have a query on what action is required, then please contact the hospital directly. They are obliged to answer your queries.

VISIT US AT OUR WEBSITE:

We are constantly updating our website with useful information and links to external resources; you can also access information on booking/cancelling appointments and repeat prescriptions

www.churchwood-surgery.co.uk

- . Wash your hands with soap and water often – do this for at least 20 seconds.
- . Always wash your hands when you get home or into work.
- . Use hand sanitiser gel if soap and water are not available.
- . Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- . Put used tissues in the bin immediately and wash your hands afterwards.
- . Maintain a two meter distance from others outside of your household.
- . Only travel on public transport if you need to.
- . Work from home, if you can.
- . Use phone, online services, or apps to contact your GP surgery or other NHS services.



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ZERO TOLERANCE BEHAVIOUR POLICY

The Practice has a policy of “zero tolerance” of verbal and physical violence towards GP’s, staff or other patients.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

Have you liked our page on Facebook? We post surgery service and updates and relevant NHS news
Search:
Churchwood
Medical Practice



We are currently experiencing a very high volume of telephone calls

. DO NOT - touch your eyes, nose or mouth if your hands are not clean.

. DO NOT - have visitors to your home, including friends and family.

How long to stay at home:

if you have symptoms of coronavirus, you'll need to stay at home for 7 days

if you live with someone who has symptoms, you'll need to stay at home for 14 days from the day the first person in the home started having symptoms

If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.

If you have to stay at home together, try to keep away from each other as much as possible.



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Visit us online at <http://www.churchwood-surgery.co.uk/>

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<http://www.churchwood-surgery.co.uk>

Surgery operational updates

From Monday 30th March we will be utilising all 3 practices to have a coordinated approach so we can continue to run and even start to see some more routine patients again.

To minimise risk for everybody, we will operate all 4 of our sites as one network.

(Churchwood Surgery): Will be a 'Routine' site where regular patients can be seen and any patients who do not present with anything that could be Covid-19 related.

(Warrior Square Surgery): Will be an 'Acute' site. Patients with possible Covid-19 related problems or other respiratory related complaints will be seen here.

(Hastings Old Town Surgery): This site will be closed to patients. It will still run a reception and admin team, but most clinicians will be needed at the other 2 sites.

(Guestling Surgery): Will be closed to patients and just deal with medication. The phone line will be diverted to HOTS from Monday. Guestling will only be calling patients to arrange collections of their medication, please wait for a call.

There will inevitably be some patients who will find this arrangement to be an inconvenience, however, we are in a very challenging situation and our main concern is to protect patients and staff and maintain an ongoing service.

Thank you for your understanding and co-operation.

Coronavirus lockdown guide: Tips for survival, shopping, and self-care

Minding your Mental Health:

During these difficult times, we are all having to do a lot of things that are out of the ordinary for us.

It is a very difficult time, particularly for people that have young families, or vulnerable adults to care for, and the uncertainty around the situation is not helping.

With that in mind, we have several recommendations:

1. Build a routine:

It is being hailed as unprecedented times, but building a 'new normal' or a routine, is key. Although it might be tempting to have endless pyjama days, getting up, washing, having breakfast, building a timeframe and schedule for the day is really, really crucial.

2. Mental health support is available:

When looking for help during the pandemic, support lines remain available, it's very important that we don't lose sight that support systems are available to us.

When looking for mental health advice online, it is crucial to know where to look. It is really important that we get our information from reliable sources. The NHS website is providing great guidance on how we can self-care and how we can responsibly care for our loved ones. For more information, please visit:

<https://www.nhs.uk/oneyou/every-mind-matters/>

3. Try to avoid an information overload:

Having a level of "detachment" from updates can be helpful.

It is a good idea to set yourself a schedule for when you are going to actually engage with updates, or when you're going to watch the news. Almost going back to the traditional style of watching the 6 o'clock news rather than engaging with the 24-hour news cycle.

It's about balance, between your day-to-day routine and protecting yourself. In order to avoid unregulated information on social media feeds, try to use the messaging function on apps to maintain social contact while limiting time on news feeds.

4. Don't skip exercise:

We suggest sticking with your exercise routine, it is very, very important for mental health. It is also important to keep an eye on what you are allowed to do as well as what you may have been prohibited from doing. So, for instance, if people are still able to take regular exercise, albeit safely. For the jurisdictions that you are allowed to go jogging, or for a walk safely. Alternatively, if you have a garden, make use of it or you can find ways to incorporate exercise around the house.

5. Maintain appropriate contact:

Whether it be through using WhatsApp, Skype or FaceTime, keeping in contact is "hugely important". Keeping in contact with your social network, particularly those closest to you and indeed anyone who you're concerned about who might be vulnerable is key.

6. Don't turn to alcohol or drugs:

We should try our best not to turn to things like alcohol or drugs to manage our mental health and wellbeing. On social media, it seems to be really popular to talk about panic buying wine and such. But we know that, joking aside, there are potentially harmful consequences to trying to use alcohol and other substances for combating the measures we are all having to take.

7. Keeping a healthy diet:

In times of high stress, an increased degree of 'comfort eating' should be avoided. Although it can be difficult due to availability of fresh food and vegetables, it's really important that we try to eat as healthy as possible.

During difficult times, we all have the tendency to try and comfort-eat, and binge on processed foods. It would be really helpful if people could avoid that as much as possible. The key is to "try not to lose sight of what is normal, so try and eat normally".

8. Providing children with facts, not rumours:

With schools closed across the country and families working from home amid a shroud of uncertainty, it is a difficult time for children.

The best thing to try and do is to show extra patience, while reassuring them with "facts rather than rumour or speculations".

Particularly for kids who are switched on in a digital way, let them phone their grandparents and get that social contact. Also, encourage kids to get their information from places like the NHS and the BBC rather than social media.

Boosting your immune system:

A good diet is key, avoiding a high amount of fat/sugar, as well as a good night's sleep. If you're tired and malnourished, your immune system won't work to the best of its ability.

A major factor in the deterioration of the immune system is stress. Stress really damages the immune system, because a hormone called cortisol is made in your body and that represses some of your immune cells. So please try not to be stressed in these difficult times.

Exercise is also a key element in keeping your stress levels low and our immune system optimised.

What should be in your shopping trolley?

Rather than panic, it is a time to plan.

When it comes to a good diet, here are a few tips:

1. Don't panic buy:

A lot of people are stocking up on things they already have. Cross off what you don't need, add on any extra things that you do need and just buy enough for one to two weeks.

We have been absolutely reassured that the supplies are there. There is enough for everybody. So plan, don't panic. That means also taking the time to think about what you want to make with the ingredients.



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2. Eating for health:

With most working from home, it seems like it is an opportunity to get back to basics. When it comes to what nutrients are needed for your immune system, it is a good time to get out your old fashioned recipe book and really focus on those basic ingredients.

When you look at the essential foods that we need, there are a few real stand out foods that keep coming up. That is your green leafy vegetables, whole grain foods such as rolled oats for breakfast and choosing whole grain bread, lean meats, nuts and seeds, and a whole range of fresh fruit and vegetables.

3. Think about others when cooking:

Pay attention to the vulnerable around you, if there is a vulnerable person living alone, could you drop them a meal?

Rather than throw anything away, now is the time also not to waste. Keep an eye out particularly for the elderly who are not able to go to supermarkets.

Please visit the NHS change4Life page for a comprehensive guide to healthy immune boosting recipes!

<https://www.nhs.uk/change4life/recipes>

The screenshot shows the NHS Change4Life website interface. At the top, there is a yellow navigation bar with the 'change4life' logo on the left and several menu items: 'Food facts', 'Recipes', 'Activities', 'Your child's weight', and a 'Join Change4Life' button. Below the navigation bar, there are four recipe cards arranged in a row. Each card features a photograph of the recipe, a title, a small icon of a chef's hat, a number representing the number of recipes, and a clock icon with a time duration.

Recipe Name	Number of Recipes	Time
Falafels	630	40 mins
Fishy toast toppers	347	15 mins
Flippin' tasty tomato pancakes	516	25 mins
Food smart bangers on toast	378	22 mins

Trust Medical Director urges people to follow government advice on social distancing



ESHT Medical Director, Dr David Walker is urging people to follow government advice on social distancing to help the local NHS.

Dr David Walker said: “The local NHS needs your help. London is already suffering with large numbers of COVID-19 patients and we are thought to be a couple of weeks behind them with the peak of the problem expected in around 3 to 5 weeks’ time.

“I can’t stress the importance of this enough. Please take the Government’s advice seriously. Stay away from public places where possible to reduce spreading the virus. Self isolate if you develop symptoms – do not come to A&E and use the NHS 111 online service if your symptoms worsen.

All of this is essential to slow the spread of the virus and allow your local hospitals to cope with the peak period.

“We are doing all we can to prepare. We are creating extra Critical Care beds and extra ventilators have been delivered with more on the way. However all our planning depends on slowing the spread of the virus and this needs your co-operation NOW and the cooperation of everyone in our community young and old.

“During this difficult period, treatment of other non-urgent conditions may have to be delayed. Please bear with us, we will do our best to catch up quickly when the pandemic is over. But for now our focus is on preparing for this peak in demand. Everyone’s actions now by following the Government’s advice will help reduce this peak.”