

## BLOXHAM AND HOOK NORTON SURGERY SPRING NEWSLETTER



We thought it would be helpful to let you know what the team at the Practice is doing to keep their patients and the team safe during this challenging time, whilst trying to provide you with the best service possible.

That's why, in line with national policy, we triage you first to see if your visit to the surgery is really necessary.

**Contact US on our Website are there for general enquiries and not for Clinical enquiries or questions.**

If you don't have access to the internet:

You can still call us. This has rapidly increased demand through the telephone system, particularly at the start of the day.

In line with national guidance we are operating a triage first service. Our capacity is limited each day by the number of clinicians working.

We are increasing the overall team capacity in order to be able to offer more appointments.

Following triage, which happens whether you call us or use online consultation online or telephone the Practice, the clinician will decide whether a phone, video or face to face consultation is needed. It may be that they will advise you to go to A&E, telephone an ambulance for you or write a prescription.

The use of video consultation can allow information to be gathered without you entering the surgery building, thereby reducing everyone's risk from coronavirus.

That being said, in a recent 3 month period from October to December 2020 we did nearly 9974 consultations at the surgery. Our consultations for the same period of time October to December 2019 was 7534, so a 25% increase in one year. For each patient we see we have to wear PPE and clean the room thoroughly between each patient. With the increase in consultations and the cleaning of the consulting room this adds extra pressure to our practice team.

When you come for a face to face appointment we ask you, if possible, to wait in your car until 5 minutes before your appointment to attend the Surgery, to reduce the number of people in the waiting room, which again reduces the risk of catching coronavirus.

### **Covid 19 vaccination clinics**

Bloxham & Hook Norton surgery as part of the NORA group of practices were lucky enough to start our vaccination clinics which are being held at Chipping Norton Health Centre. To date we have been able to vaccinate the majority of our patients who are over the age of 80 years of age and our housebound patients. We have also been able to vaccinate carer's who work at nursing homes, front line health workers such as nurses, health visitors, district nurses and ambulance drivers to name but a few. Until such time as the vaccinations are readily available, all clinics will remain at Chipping Norton. Staff members from Bloxham have been assisting with clinic cover at Chipping Norton as well as covering their own "day job".

Email address for any Covid queries: [occg.bloxhamcovidadmin@nhs.net](mailto:occg.bloxhamcovidadmin@nhs.net)

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### Dispensary

The Dispensary team has seen a huge increase in demand for repeat prescriptions since the outset of the pandemic back in March last year. For this reason we have had to make some changes to ensure that all work in the department is done in a safe and manageable way.

- We have had to extend the time from ordering your medication to when it is available for collection
- We have had to streamline our prescription delivery service to a set day each week for villages
- We are now only able to offer this delivery service to “housebound” patients who have no other means of collecting their medication. We have a consent form which needs to be completed by each patient requesting this service. Each application form is then sent to the GP to endorse this application
- Patients have the option of collecting their medication from either of our sites, but must advise which site they would like as this will then become their “default” site unless we are advised otherwise
- There is one exception to collecting medication from Hook Norton which is down to new guidelines which is that any patient who receives any “controlled drug” must now arrange to collect these from Bloxham only. This is to ensure that we adhere to current legislation.
- If you register for “patient access” this will allow you to re-order your prescription at any time of the day or night. Please enquire with one of our reception team who will be able to assist you.
- On our website under dispensary there is a section “Not registered for online services” this can be completed to request a repeat prescription.

The coronavirus pandemic has been and continues to be extremely challenging for us. We have had to redesign every single system for patient care as a result of the need to reduce the risk to patients and staff alike. We are constantly looking to refine and adapt the services we provide as the pandemic requirements and demands upon us change. We have regular meetings with our staff to look at improving access to appointments and continue to work to meet patient need in the best way we can.