

Hampton Wick Surgery News

Your practice newsletter from the Patient Participation Group



No 11: Spring 2020

Coronavirus is changing our lives at the moment and creating confusion and anxiety. Some of these anxieties are centred around what to do about our day to day health care. We thought it might be helpful to provide some answers to questions you may have.

Coronavirus – some questions answered

Q: I think I, or a family member, may have coronavirus – what should I do?

A: You can check your symptoms by going to www.111.nhs.uk If this cannot answer your query please either call the practice (8.30-6.30 Mon-Fri) or call NHS 111. There's also information about coronavirus on the practice website.

Q: I need to make an appointment, which is nothing to do with coronavirus, but I'm worried about going to the surgery. What should I do?

A: The practice has been reorganised into two areas with separate entrances, reception and consulting rooms. Patients with the suspected virus are directed to use the front entrance and ground floor areas whilst patients with all other appointments are directed to use an entrance at the back of the surgery and upstairs areas. The two areas are staffed separately and they don't mix with each other.

Q: I, or a member of my family, is not feeling well but I know the practice is very busy. Can I still make an appointment for something other than suspected coronavirus?

A: Yes, of course – the practice is still open for all our patients and it's important to have symptoms checked out. Please note, however, that online appointments are currently not bookable so please call the practice. The receptionist will take your details and a doctor or nurse will call you back to triage your symptoms to understand your problem. We are trying where possible to reduce the number of face to face appointments but where necessary you will be given an appointment to see a GP.

Q: Is the Urgent Treatment Centre at Teddington still operating normally?

A: Yes but **please do NOT visit the UTC if you have a high temperature or a new, continuous cough.** To keep staff and patients safe, all visitors/patients will be screened before entering the UTC.

If you think you might have coronavirus or you've been in close contact with someone who has it, visit <https://www.nhs.uk/conditions/coronavirus-covid-19> or [NHS 111 online coronavirus service](https://www.nhs.uk/111) for advice.

Hampton Wick Surgery

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Q: If I have a non-urgent query can I email the practice?

A: Yes. If you have a non-urgent request or query you can send an email via the practice website: www.hamptonwicksurgery.co.uk
There is a message link on the home page or via the Reception and Enquiries section.

Q: My child is due a vaccination – can this still be done?

It is of the utmost importance that children are kept up to date with the recommended vaccinations to protect them and others against disease. Our nurses are continuing to do routine childhood immunisations so please call to make an appointment

Q: What if the GP thinks I need an urgent referral to hospital?

A: If the GP considers this necessary, urgent referrals are still being made and will be dealt with by the receiving hospital in the normal way.

Q: What should I do if a family member is seriously ill and needs urgent treatment? The 999 service and hospitals are really busy and I'm afraid that there's the risk of catching the virus.

A: Local Hospital A&E departments are very safe places and do not treat patients with the virus. It's really important if an adult or a child needs urgent medical assistance such as for a

suspected heart attack or stroke or a serious childhood illness or injury please call 999.

Research is showing that the number of people usually attending A&E for such conditions during this difficult time is much less than normal and this could be risking people's health.

Q: The hospitals are really busy dealing with coronavirus, how is this affecting outpatient appointments?

A: Our local hospitals for example, Kingston and West Middx have made some changes to the way the hospital runs on a day to day basis. For example:

- Non-essential visits to the hospital are being limited and that includes visiting
- Many Outpatient Appointments are taking place as telephone consultations where appropriate but if it is essential for patients to see a health professional or an urgent investigation is needed they will be asked to come to the hospital or clinic. Patients will be called by their specialist department to explain what will happen next.
- The adult and children's A&E Departments are running as normal

Do you, or know someone who needs help with shopping, moral support, a chat or collecting a prescription?

A Community Hub has been established that is working to help coordinate the support offered by Richmond Council working in partnership with Richmond's many voluntary organisations. It includes a helpline which has been launched as a first response for residents. It can signpost people to the latest information and government advice, as well as other services the council or community can provide. If you, or someone you know, needs this support and they don't have existing family, friends or other support that can step in, then please contact **0208 871 6555**
or email: covid19support@richmondandwandsworth.gov.uk