

THE PRACTICE INSIDER

Telephone Directory

Some of you will have noticed that our telephone service has a new voice!

Dr Drayson has kindly lent her vocal chords to us to provide information, hold and comfort messages for when you call us. I'm sure you will agree that she has done a marvellous job. A quick briefing of your new options are:

1. Appointments (calls before 10am are for urgent appointments only)
2. Dispensary
 - Option 1. Medication query (regarding medication collected / delivered from a pharmacy)
 - Option 2. Dispensary query (regarding medication the surgery dispenses)

3. Results Line (opens at 2pm)

Or, you can hold for general enquiries.

Telephone lines open at 8am and close at 6:30pm, Monday to Friday.

If you are chasing a referral, please call the referral team at Salisbury Hospital on 01722 345543 or New Hall on 01722 422333 - make sure you have your NHS number to hand.



At a glance...

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Dear Patients of Three Chequers...

We are grateful for your support during these demanding times and are working hard to keep you safe. The initial wave of Covid has passed, and we are using our experiences of this to shape our service for the coming months and the storms to come.

We were the first practice in Salisbury to lockdown and have continued to lead the way. You will be aware that we have been required to move to a triage based service by NHS England and this allows our clinical team to assess your need and allocate face to face appointments based upon medical necessity. Most of our GP activity is now taking place remotely and we are able to manage the vast majority of patient requests on the day and over the phone and video link.

Reducing foot fall through the surgery is critical to limiting our risk of infection to staff and patients. As you can imagine, our service is dependent upon committed staff, and this fine balance could be easily disrupted by the second wave. We have purpose built a Hot Hub for assessing suspected Covid cases and are preparing to expand our capacity as needed.

Three Chequers has continued our work to support vulnerable patient groups, while chronic illness monitoring has continued despite the pandemic. In recent weeks we have been able to return to a new normal pattern of referring to hospitals, although we expect further disruption in the months to come. We are also about to launch a new Frailty Service as part of our coordinated workings within our Primary Care Network of Salisbury wide GP Practices.

This has been six months of unrelenting challenge and innovation. Thank you for your patience and understanding as General Practice has changed. We are preparing for what is coming and working harder than ever before to ensure we can support you during this pandemic.

We will see you on the other side.

Dr Jeremy Howell
Managing Partner
Three Chequers Medical Practice



Make your own Face Covering

As you will all, no doubt, know; we are asking all patients to wear face coverings when they attend the surgery for an appointment.

If you do not already have a face covering and would like to get creative, Lauren, our Dispensary Manager has put this “how to” together for you:

You will need:

- 2 pieces of Cotton Fabric of differing styles (to distinguish the front and back) larger than 7 inches by 6 inches.
- Needle and thread (or sewing machine!)
- Pins
- 2 lengths of thin elastic; 7 inches in length
- Iron (optional)

Steps:

- 1) Cut the Cotton into rectangles measuring 7 inches by 6 inches (reduce the size by 1 to 2 inches for a child)

- 2) Place the two pieces of cut Cotton inside-out and sew along the longer edges



- 3) Turn the sewn Cotton the “right-way in”

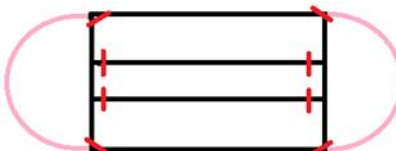
- 4) Tuck the two shorter edges inside, creating a seam, before pinning the elastic to each corner, creating two loops.

- 5) Fold two pleats; roughly 1 inch wide and pin - press with your iron (if you have one!)



- 6) Sew along the two short edges, ensuring you sew over the edges of the pleats and the ends of the elastic

- 7) Sew two rows on each short edge to ensure the stitching is secure.



Voila! You have yourself a home-made face covering - thanks Lauren!

Building a better service

Our patients in Winterslow will, no doubt, have noticed that there is something happening at our Winterslow branch...

Work has finally commenced on our new extension to this surgery and we *cannot wait* for this to take shape over the coming weeks.



Once the extension is complete, works will commence on the interior of the current building, creating a more welcoming environment for everyone.

This project will provide:

- Larger Doctor's room and Dispensary:
Allowing for better spaces for our GPs and Dispensers to work
- A larger waiting room
All the more important for social distancing
- A more accessible Reception desk
With a specifically designed desk allowing wheelchair access
- New staff facilities
Making Winterslow surgery more comfortable for the staff who will be based there

Our contractors are working with us to ensure that the service we are currently providing out of this branch is not affected by the work that is ongoing and, though we do not anticipate any disruptions, we will communicate any changes to you should the need arise.

We cannot wait to share the finished product with you all - but in the meantime, check out our website for weekly updates!

Dr Giorgi meet - Dr Gi-raffee



Now - I know what you're thinking - what a striking resemblance to Dr Giorgi!

Our very own Alice Webb has designed this *awesome* cartoon Giraffe (on the left for the avoidance of doubt) as an entry for our "Create a Character" from the last newsletter; hopefully we'll be able to share more creations with you very soon!



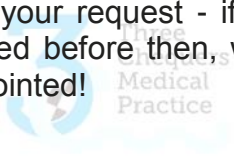
Do it from your sofa!

That's our message to anyone who has a prescription query, or would like to request a repeat prescription is issued.

Why not send in a repeat prescription request from the comfort of your own home by using [systmonline](#) or emailing prescriptions.3chequers@nhs.net - then you can spend your free time doing something **far** more exciting than traipsing down to the surgery to post your request through the door.

All emails and online requests are dealt with in the strictest of confidence, so all you have to worry about is whiling away the time you have earned!

Please give us at least 72 hours (not including weekends or bank holidays) to fulfil your request - if you try to pick it up or hope to have it delivered before then, we are sorry to say you will probably be disappointed!



What's going on and where?

We understand that everything is a little topsy-turvy at the moment and, quite frankly, nothing is quite how it should be and this is confusing for many of us.

With that in mind, we want you, to be in no doubt about what services you can get with us, when you can get them and where you can go to get them:

Prescription Collections

Endless Street (from 08:00 - 18:00); Winterslow (from 08:00 - 12:30); Porton (from 08:00 - 12:30)

Face to Face appointments

Three Swans (from 08:00 - 18:30); Porton (from 08:00 - 12:30); Endless Street (from 1st October 2020 - times to be arranged).

Please note, all face to face appointments are pre-arranged; you cannot be seen without an appointment!

Flu Vaccination

The Old George Mall (by appointment only) - the former BHS store; Winterslow Village Hall (by appointment only)

Fit note collections

Endless Street (from 08:00 - 18:00)

Sample Pot Collections

Three Swans (from 08:00 - 18:30); Endless Street (from 08:00 - 18:00); Winterslow (from 08:00 - 12:30); Porton (from 08:00 - 12:30)

Bloods

If you've been triaged by a Doctor, and they think you need a Blood Test; go to Endless Street, collect your bloods form from our Dispensary Window (this is usually ready to be printed less than 30 minutes after your appointment), they will print it for you and give it to you. Then, you can go to the Hospital's pathology department and have your blood test done the same day. It sounds easy, because it is easy!

Getting a Vaccine for 50-64 year olds

If you're aged 50 to 64 and are not usually given the Flu vaccine on the NHS, the good news is that, this year - you will be given the vaccine.

However, the latest instructions we have been given by NHS England have told us that we should not administer these vaccines until further notice, giving priority to other eligible patients.

Check the NHS website for more information - <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

The Hot Hub (Hot Site)

Not to be confused with it's much more exciting cousin, the Hot Tub - our Three Swans Hot Hub is our way of segregating our groups of patients and minimising the risk of CoVid-19 transmission while you visit the surgery.

We have been, and will continue, to cohort our patients:

- 1) Those with any symptoms of CoVid-19 and those who are in self-isolation due to being a "CoVid contact"
- 2) Everyone else.

The Hot Hub is for patients falling into category 1 who will be seen by a GP wearing a Powered respirator in an annexed part of the building with a separate entrance to every other patient.

Appointments at the Hot Hub are on a "one out - one in" system so there is never a crossover of patients and surfaces are decontaminated between all appointments.

This keeps both cohorts of patients safe, meaning you can visit us for your routine appointments knowing that you're as safe as we can make you.

Don't forget - we are still here for your health!

Carving out some fun!

I'm not "pointing the finger" at anything in particular but, 'something' has put the "kibosh" on most events of this year - it looks like Halloween will be no different!

I'm sure, like me, most of you will be wondering how you can safely take the kids trick-or-treating, or whether to do it at all.

Well, why not try a little bit of pumpkin carving with the kids instead?

Whether you have the artistic flair of Michelangelo or whether, like me, your creative genius can be squeezed into a frog's ear, this can be a really fun way of passing time and, if you're feeling adventurous, you can use the flesh you carve to make a pumpkin pie or tart (check BBC good food for a recipe).

Send us pictures of your efforts to three.chequers@nhs.net and we'll put the best ones on our website.

Or, if carving a pumpkin doesn't peak your little ones' interests, get them to draw a pumpkin or make a Halloween mask (see page 3 for a how-to on making masks) and send us a picture of the result!



If you do decide to do trick or treating, remember to take plenty of hand sanitiser, a mask and to stay away from others as much as possible.

Whatever you do, **have fun** and **stay safe!**