

Hertford & Rurals Primary Care Network [PCN]
Patient Participation Group [PPG] Newsletter
Nov 2020 Lock Down Edition



Welcome

Welcome to our first patient information newsletter for all patients at New River Health, Hanscombe House, Wallace House and Watton Place Clinic [Hertford and Rurals PCN]. We hope you find the following “news bites” helpful.

Our four surgeries are open, operating in a Covid-19 safe manner.
If you have any new symptoms or worsening of current symptoms, the NHS is here to see you safely, even during the lockdown. JUST contact your surgery.
www.adsoftheworld.com/media/integrated/nhs_just



e-consult and Extended Access

These are 2 very important services that we encourage patients to use, particularly in these challenging times.

e-consult - the red button on your surgery’s website. You give detailed responses to the questions asked about your symptoms. We are hoping to obtain a step by step link on how to use it for those of you who need a bit more support.

Extended Access – if you require an out-of-surgery hours [early evening or Saturdays] routine appointment, ask Reception if there are any of the allocated Extended Access slots available.



Making appointments

You may have to wait longer when telephoning the surgery. During our second national lockdown, please spare a thought for all the surgery staff who are working

under the additional pressures of COVID-19, alongside winter pressures, whilst striving to deliver a safe and quality service to patients. Reception staff are extremely busy as they cope with demand [which is higher than in the first lockdown] and also staff sickness and absences [often due to self-isolation].



Getting the most out of your GP appointment

Maximising your GP appointment [which will initially be by telephone conversation] is never as important as it is now, particularly when we have increasing numbers of registered patients and stretched workforces across our surgeries. Here is a link that we hope you may find useful:

www.patients-association.org.uk/make-the-most-of-your-gp-appointment



Additional health support

Contact NHS 111, especially out of surgery hours: www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/



Useful websites links...

Getting a Coronavirus test: www.gov.uk/get-coronavirus-test

Local Covid information: hcc-phei.shinyapps.io/covid19_public_dashboard/

Staying well in Hertfordshire, a guide for older people:

www.enhertscg.nhs.uk/sites/default/files/documents/Nov2020/older-peoples-booklet-web-accessible.pdf

And finally, we would like to hear from you so we can understand what other types of information you would like to hear about. Please do this by contacting your PPG via your individual Surgery websites. Thank you. Keep well and safe.