



CORONAVIRUS - the symptoms
If you have any of these symptoms, self-isolate and get tested

- High temperature
- New, persistent cough
- Loss or change in sense of smell or taste



The new system at Appletree.....

22nd January 2021

TELEPHONE	If you need to see a clinician you will initially be given a telephone appointment. A clinician will discuss your problem over the phone and only if clinically necessary will you be given a face to face appointment at the surgery.
ONLINE	There is a facility on our website www.appletreemmedical.co.uk where you can send your medical queries or questions to a clinician. Please click on ' Consult your doctor online '
PHOTOGRAPH	If your problem is visible eg skin lesion, rash etc, you may be requested to send in a photograph. If you are not comfortable sending in a photograph (perhaps the photo is in a sensitive area), please do not be afraid to say no, the clinician will completely understand. If you do decide to proceed, your photograph will be automatically downloaded and stored onto your medical record permanently and may be viewed by other clinicians. Guidance on sending photographs can be found on our website .
VIDEO	At your initial telephone consultation, the clinician may decide that a video call may help with diagnosis. They will send you a link for your computer, Ipad or smartphone and discuss the process with you.
APPOINTMENT	Face to face appointments will only be given following a telephone consultation. The clinician will decide whether this is necessary and decide which category you fall into - see below:
COVID	<p>Patients with Covid-19 symptoms</p> <ul style="list-style-type: none"> • You will be referred into the Red Hub or Red Hub Visiting Service. Once referred you will be telephoned and given an appointment at the nearest site, or visited at home depending on your needs. • Please ensure we have a correct telephone number for you. • Full PPE will be worn by the clinician.
NON COVID	<p>Patients without Covid-19 symptoms</p> <ul style="list-style-type: none"> • An appointment will be given at the Duffield Surgery. • We are restricting the number of patient's waiting in the waiting area. You may be requested to remain in your car until the clinician calls you on your mobile. • Full PPE will be worn by the clinician but we request that you also wear a face covering.

WHAT WE ARE DOING.....

ROUTINE ANNUAL REVIEW FOR LONG TERM CONDITIONS	✗	By telephone.	If you have a concern or need to speak to one of the nurses/doctors regarding your long term condition, please do not hesitate to contact us.
ANTICOAGULATION	✓	All patients on warfarin	
BLOOD PRESSURE	✓	We recommend patients consider purchasing a home blood pressure machine. We are offering appointment only for URGENT needs.	
BLOOD TESTS	✓	Please go to www.uhdb.nhs.uk/service-phlebotomy-blood-tests/ to book an appointment. The Duffield Surgery has a limited amount of blood test appointments.	
CONTRACEPTION	✗	Please go to https://sh24.org.uk/ if you require the Pill	
	✗	Coil fittings and removal	
	✗	Implant fittings and removal	
	✓	Depo injections	
DRESSINGS / WOUND CARE / SUTURE REMOVAL	✓		
EAR SYRINGING	✗		
ECGS	✓	Urgent only when requested by a clinician	
HEALTH CHECKS	✗		
HRT	✓	Via the telephone	
IMMUNISATIONS	✓	It is important that your child keeps up to date with the childhood immunisation program.	
	✗	Travel vaccinations	
INJECTIONS	✓	B12 injections	
	✗	Joint injections	
	✓	Hormone Injections	
MEDICATION REVIEWS	✓	Wherever possible these are being completed by telephone appointment or text messaging. Please do not worry; we will not prevent you ordering medication due to an overdue medication review. Where it is medically safe to do so we are extending these by 12 months.	
MINOR OPERATIONS	✗		
PRIVATE WORK	✓	Medicals – GP will assess each individual request	
REFERRALS	✓	We are referring patients to hospital but there may be a delay in being seen as the hospital is prioritising their workload.	
REPEAT PRESCRIPTIONS	✓	You can order your repeat prescription: <ul style="list-style-type: none"> • Online via the NHS App or Systmonline • Post – please post your repeat slip • Surgery – please put your repeat slip or a written request in the letterbox on the outside of the building • If you are unable to do any of the above – please telephone after 11.00am 	
			
RING PESSARY	✓	If you are experiencing problems please contact the nurse to discuss.	
SMEARS	✓	Yes it is important that we continue with these.	
URINE TESTS	✓	If you suspect you have an infection; samples must be submitted <u>before 12pm</u> with a completed urine sample form (these can be obtained from the surgery foyer area)	
X-RAYS/SCANS etc	✓	We are referring patients to hospital but there may be a delay in being seen as the hospital is prioritising their workload.	
WEIGHT / HEIGHT / BMI	✗	No but patients can telephone their measurements through and we will record it on their records	