



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.....

21st December 2021

TELEPHONE	It is felt that many appointments can be initially dealt with over the telephone, but if the clinician feels a face to face appointment is necessary, an appointment will be offered.
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.
FACE TO FACE APPOINTMENT	We have face to face appointments available but these get booked up very quickly. You may be advised to have a telephone appointment first. At the telephone appointment if the clinician feels you do need a face to face, they are able to book this for you.
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	✗	Asthma Hypertension COPD	Please call the surgery if you have a medical concern
	✓	Appointment in surgery	Diabetic
	✗	Spirometry test	Royal Derby Hospital only
ANTICOAGULATION	✓	All patients on warfarin	
BLOOD PRESSURE	✓	We recommend patients purchase 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 that can be booked by Reception.
CONTRACEPTION	✗	The Pill - please go to https://sh24.org.uk/	
	✓	Implant fittings and removal	
	✓	Routine Coil fitting	
	✓	Coil removal	
	✓	Depo injections	
DRESSINGS / WOUND CARE / SUTURE REMOVAL	✓		
EAR SYRINGING	✓	Limited appointments available	
ECGS	✓	Urgent only when requested by a clinician	
NHS HEALTH CHECKS	✓	Commencing January 2022	
HRT	✓	Where patients can take their own Blood Pressure and weight this can be dealt with via a telephone call. Otherwise a face to face appointment with a practice nurse is needed.	
IMMUNISATIONS	✓	It is important that your child keeps up to date with their vaccines	
	✓	Travel vaccinations	
INJECTIONS	✓	B12 injections	
	✗	Joint injections – will recommence from end of April 2022	
	✓	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	✗	Will recommence from end of April 2022	
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 Systonline • Please call the new Medicines Order Line: 0115 855 0260 • 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 • We no longer accept prescription requests via email or the Appletree telephone line.
RING PESSARY	✓	If you are due for a change or are experiencing problems please contact the nurse to discuss.	
SMEARS	✓	Yes, it is important that you have your smear when called.	
URINE TESTS	✓	If you suspect you have an infection; samples must be submitted <u>before 12 noon</u> with a completed urine sample form (bottles and forms available 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	✓	Where required for medical reasons	