

Message from Dr Sharples

Unprecedented! The word seems to be used a lot at present but the situation we all find ourselves in is certainly that. The Surgery has been working non-stop to try and keep up with the ever changing landscape created by the COVID 19 pandemic. We apologise for struggling to get all the information to you and have tried to keep our website <https://www.fennycomptonandsheningtonsurgery.nhs.uk/> as up to date as possible. The government websites have a huge amount of information and this is where we will often direct you to. The surgery is trying to manage via telephone calls and video consults where possible as the guidance is still to limit face to face contacts except where deemed clinically necessary. This is to protect you, the patient, from increased contact but also to protect the staff. As you can imagine, if an outbreak was to occur within the surgery, then due to contact tracing the workforce would need to isolate and be tested and put enormous, possibly unmanageable strains on the service we would be able to provide. It is for these reasons we kindly ask you to continue to follow the guidance from NHS England and the surgery. Steps in place at the surgery include reception and dispensary operating from the window with patients waiting in the car park. We know this is far from ideal but it means we can continue to provide medications and allow safe social distancing.

The telephone traffic, as you can imagine, has increased hugely and we are aware the current phone system just continues to ring whilst you are waiting. The staff can see there are other callers and will get to you as soon as they can. We are planning an upgrade in the future which will allow you to recognise you are holding in a queue. Please accept our apologies for the length of time it may take the reception, Doctors, nurses and staff to respond to your calls and queries. We are dealing with calls all day whilst also fitting in urgent face to face appointments if required which take longer than usual due to PPE requirements and cleaning after the patient has left. We thank you for your understanding and ask you to remain patient whilst awaiting a call back.

If it is felt you need to be seen in the surgery the clinician or reception will ask you to attend the surgery and inform the reception window that you have arrived (if this is for a nurses appointment at a set time please let yourself be known to the window so you can be marked as 'arrived' and be seen on time) – apologies if it looks like someone is jumping the dispensing queue but again due to social distancing we can only have one staff member at Fenny Compton manning the window for both dispensary and reception.

If you are coming into the surgery the clinician seeing you will unlock the door and check your temperature on arrival and give you alcohol gel for your hands. We kindly ask you to wear your own mask on attending the surgery.

We thank you for your time and patience during these challenging times and thank you for adhering to practice and government guidelines in order to keep us all safe.

Dr Sharples

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Dispensary Update

The dispensary team continues to work hard to make sure all medications are produced on time and it is for this reason we request you allow a **FOUR** day turnaround time for repeat prescriptions. We are also limited by medication deliveries and safe working practices implemented within the dispensary which unfortunately all add additional times and pressures to the dispensing process.

COVID Symptoms

Main symptoms

The main symptoms of coronavirus are:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
 - **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
 - **a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal
- Most people with coronavirus have at least 1 of these symptoms.

What to do if you have symptoms

If you have any of the main symptoms of coronavirus:

1. Get a test to check if you have coronavirus as soon as possible.
2. Stay at home and do not have visitors until you get your test result – only leave your home to have a test.

Anyone you live with, and anyone in your support bubble, must also stay at home until you get your result.

Please also refer to NHS and government websites for further information.

Please do NOT attend the surgery if you think you may have Coronavirus.

Defibrillator at Fenny Compton



Those of you attending Fenny Compton Surgery may have noticed the addition of a Public access defibrillator on the outside of the building. Following a discussion with the Resuscitation trainer and the Patient Participation Group, we felt it was a great idea to place our defibrillator outside the building so that it could be used by the public if required as well as the surgery. Fenny Compton is lucky to have two defibrillators in the village- the other is located at the village hall. The codes and how to open the cabinet is provided via the emergency services - if you were to require the code you would call 999 and explain that you were at Fenny Compton Surgery and they would provide you with the code and then the instructions on the defibrillator can be followed. We had hoped to host a CPR Cardiopulmonary resuscitation course but due to COVID this has not been possible but remains on our wish list once restrictions are lifted. The cabinet was acquired via a lottery grant and the Parish Council. The surgery and the patients thank all those involved.

New Charity—FOFS—Friends of Fenny Compton & Shenington

We are pleased to announce the formation of our new charity which has now gained approval from the charities commission. We would like to thank John Scott from Tysoe in helping us with the set up process. Also a big thank you to any of our patients that have donated allowing us to purchase much needed equipment for the surgery including new hydraulic couches, blood pressure and oxygen monitoring machines and new equipment for examining eyes and ears.

If anyone would like to contribute they can send a cheque payable to FOFS-Friends of Fenny Compton and Shenington Surgery or via a bank transfer to sort code 30-90-42 account number 49410368.

If you are a UK tax payer please ask us for a gift aid form which allows us to claim extra funds back from the government and make the donations go even further.

Flu season update

Work is well underway for this years' flu season, made all the more complicated by the current pandemic. This year our vaccines are being delivered to us in smaller amounts over the course of a few weeks, so we have to ensure we always have enough to cover the flu clinics.

Our clinics are being held at Shenington for now to test how they work when held outdoors (unless the weather forces us inside!) Invitations are currently being sent out and we can assure you that we had already ordered enough stock to vaccinate our at risk patients before COVID struck.

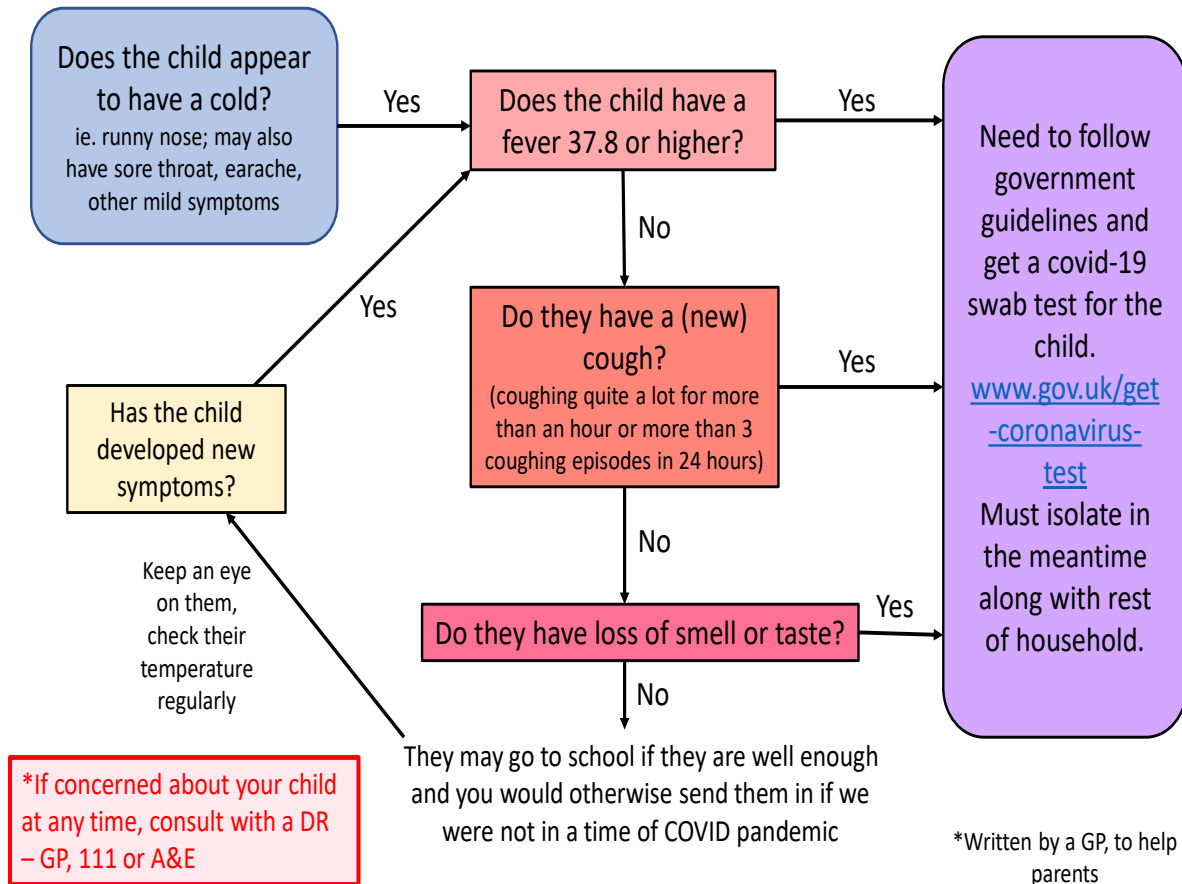
We have been advised by the government that all 50 to 64 year olds not at risk will be eligible but we have no further details yet on how and where this group will be vaccinated. Please keep watching our website for more details.

For now our clinics are being held on 29th September, 2nd, 3rd, 6th and 10th October and more dates are being added all the time.

You can help us by wearing a face covering when attending for a vaccine, coming alone if possible, maintain social distancing and please don't attend if you're unwell.

Please also note that no other services will be available at the same time, so you can't collect prescriptions etc. This is to reduce the footfall onsite to keep patients and staff safe.

Does my child need a covid-19 swab if they have a cold?



THANK YOU FENNY COMPTON CRICKET CLUB

The surgery would like to formally thank Fenny Compton Cricket Club who have very generously donated the remaining funds from their club to the surgery. This has allowed us to purchase three new hydraulic couches to avoid patients needing to climb up onto couches for examinations and now means all the clinical rooms are equipped with these.

They have also managed to purchase wheelchairs for the surgery to aid those with limited mobility or who are taken unwell at the surgery. They also managed to fund multiple Blood pressure machines as well which means we have more monitors that can be loaned to patients to allow them to check their blood pressure at home (when relaxed away from the Doctors!) and then provide the surgery with an average of their readings.

I'm sure I speak on behalf of not just the practice but also all the patients who will benefit from this extremely kind gesture from Fenny Compton Cricket Club.

