

SYCAMORE HOUSE SURGERY

PRG NEWSLETTER



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UPDATE FROM LICHFIELD STREET SURGERY

As you are aware, the COVID19 pandemic continues and as such, restrictions currently apply across many parts of society. The NHS response is aimed at minimising risk, and preventing harm to patients and NHS staff.

Sycamore House would like to thank patients for their continued understanding and cooperation during these unprecedented times. We want to keep you safe and we ask you to work together with our dedicated staff to allow this to happen.

We must stress that Sycamore House Surgery is **OPEN** for your health care needs

Following advice from NHS England and Walsall Clinical Commissioning Group (CCG), the primary method for patients to currently access the surgery will be via telephone in the first instance, followed by telephone, video or face-to-face consultations as deemed

necessary & appropriate by the clinician.

We at Sycamore House Surgery have introduced a range of measures to help keep both yourselves & our staff safe whilst you attend the surgery.

- Staff will be wearing appropriate PPE to protect you & themselves from COVID19.
- We are limiting numbers in the buildings at any given time & numbers of patients in the waiting areas will be restricted. If the surgery is at capacity, you may be asked to wait outside until your appointment time. Please do not attend the surgery early.
- We ask all visitors to the surgery to wear a facemask or covering to protect our staff & patients.
- All patients & visitors to the surgery will have their temperature checked before entering the building. Anyone displaying a temperature of 37.8 or above will not be permitted entry & will be asked to return home immediately & self-isolate



in line with government guidance.

- We are asking patients demonstrating any COVID19 symptoms or who have been in close contact with anyone showing symptoms, not to attend surgery & to self-isolate in line with government guidance.

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FLU UPDATE

In September, we launched our 2020 winter flu campaign to those patients over 65 or those under 65 at a higher risk of complications from the flu. We have already vaccinated many of these patients but we are still offering the vaccine to anyone who has not yet had it, even if you have declined it previously.

We are also now in a position to book those patients aged between 50 - 64 for their flu jab. Please call your surgery & one of our reception team will be happy to book you an appointment.

With COVID19 cases on the increase, flu vaccinations are now more important than ever.

Although the flu jab will not protect you from COVID19, we do encourage all our eligible patients to have a flu jab this year to help avoid hospitalisation due to the flu. Should patients contract COVID19 alongside flu, this could lead to further complications & risks to your health.



COVID-19 VACCINE



As you have no doubt have heard in the news, there is much talk of the new COVID19 vaccines. As yet, we have received no official guidance as to when any of these vaccines will be available to our patients. The practice is working tirelessly with regional and national teams to deliver this vaccine to patients as soon as possible. As soon as we are in

a position to do so, we will communicate any information to you in regards to this.

SERVICES AVAILABLE TO PATIENTS



The pressure on our services & across the wider Health & Social Care system is now similar or equal to the first wave of the pandemic. However, more patients are contacting us for appointments & advice than during the first wave. We are also faced with daily staffing challenges as staff are required to self-isolate or are experiencing usual winter illnesses.

Following guidance from Walsall CCG & NHS England, some of our services will be suspended or switched to urgent use only. This decision has been taken in order to support General Practice through the second wave alongside

the extended flu vaccination programme & the upcoming COVID19 vaccination programme.

We will however continue to provide essential & urgent care to our patients, including but not limited to:

- Childhood Immunisations
- Cervical Screening
- Flu Vaccinations
- COVID Vaccinations as & when available
- Medication Reviews

Please note: Spirometry will not be available for the foreseeable future.

ADDITIONAL SERVICES AVAILABLE

Patients over the age of 18 are also encouraged to use eConsult to seek advice from a clinician in regards to many non-urgent queries. Queries can be submitted via an eConsult form which is accessible via the surgery website at [www.sycamore housesurgery.co.uk](http://www.sycamorehousesurgery.co.uk). Once submitted, you will receive a response by the end of the following working day.

Extra GP appointments in the evenings or weekends are also available if your surgery is unable to offer you an appointment that day. Please call 01922 501999 to book an appointment. This would not be at your usual surgery.

NHS 111 is available 24/7 for medical advice & can also be accessed online via www.111.nhs.uk

NHS 119 is available specifically for COVID 19 queries.

The Urgent Care Centre at Walsall Manor Hospital is available for any illnesses or injuries that are urgent but not life threatening.

Thank you once again for your continued support & understanding through these challenging times.

