

Yes! WE'RE
OPEN

Some people think GP surgeries haven't been open during the pandemic.....

Here are some figures for April – June 2020, to show what we have been doing at 306 MEDICAL CENTRE



We have received about 13,200 incoming calls.....

Made 15,491 phone calls during this period.....

So you can now see why our lines have been busy

As a result of the on-day phone calls, we have made about 3781 telephone/video appointments with GP and nurse and saw about 514 patients face to face.



We made about 450 referrals for further treatment and investigations at the hospital. We have also had to monitor closely some referrals as hospitals have suspended some of their services, so that has also added to our workload.



We have processed over 4500 emails and issued many MED3s

We have reviewed 1510 clinic letters.....

We have requested 2250 blood tests where patients were happy to have these done.

Our nurse has been immunising children, carrying out essential dressings, injections, cervical cytology screening. As well as telephone appointments, for pill checks; welfare checks for our elderly, vulnerable and those with various disabilities. This also includes patients with learning disabilities and serious mental health conditions.



We have carried telephone reviews for our patients on the asthma register, COPD register and other chronic disease areas.



Our **practice pharmacist** has also been reviewing any patients on high risk drugs in line with guidance, ordering any necessary tests to ensure they can be safely prescribed their medication.

And issued 10,876 prescriptions



We have worked closely with our PCN and continue to do so, to ensure our local population is covered should any of our local colleagues go down with Covid-19. Thus ensuring our local PCN patient population does not go without access to essential GP services, irrespective of which practice they are registered with.

We have procured oximeters through our PCN, which we have been lending to patients to measure their blood oxygen. These devices check how well the heart is pumping oxygen through the body and are used to monitor the health of individuals with any type of condition that can affect blood oxygen levels, such as pneumonia, COPD and Covid-19 related symptoms.



We implemented safeguards to manage risk to our team and patients from Covid-19, such as temporarily suspending online appointment bookings for triaging reasons and effective workload management. We also made plans and put in place contingencies to work from home, if that became exceptionally necessary.

We felt that being here at the surgery was important for our patients, giving a sense of security that, if a need arises we were a phone call away or can be easily accessible at the surgery, as close as possible to business as usual.



We have implemented buzzer access at the surgery, for patient and staff safety to help manage safe patient flow. We have also additionally introduced video consultations to our e-consults, to enhance access and where clinically necessitated have also been seeing patients face to face.

We have been open through the pandemic and all our staff have been working at the surgery, with effective social distancing measures in place. We have even worked through bank holidays.....And we are still here!

Hope you still don't think we have not been open.....
Stay safe



306 Medical Centre
always here to help!

So Help Us to Help You!