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Surgery Newsletter July 2020

Dear All

Thank you for your continued support and compliance with social distancing. It's inconvenient for all of us but much less inconvenient than contracting a virus that can at worst kill you and at best leave you unwell for weeks. The surgery collectively sends our deepest sympathies to those of you that have lost friends and loved ones due to the pandemic. We do hear a lot of people saying that they don't care about the virus; they don't feel it will impact them personally to any great extent. We would challenge these people to consider those in the community who would not fare as well if they contracted it and to show some compassion and regard for others.

On a positive note-

One thing that the pandemic has helped with is finding alternative ways for us to consult with people. Telephone, email, Footfall, and AccuRx are all ways of having contact with the surgery. If you want to make contact think of these options which may be easier for you than telephoning. There is information about these options on our website <http://www.thorpe-le-sokensurgery.nhs.uk/> We know lots of you are using these successfully already.

There's no doubt that the changes that have occurred during the pandemic will have left us with a 'new normal.' Some of these changes are positive, many of you have reported finding the telephone and video consults very useful and convenient. Going forward we are going to keep these available as per the information above on new ways to consult.

On a final note we'd like you all to know that we have formed a PCN with Ranworth Surgery –hence the name of Thorpe and Ranworth PCN. Dr Mathew Kattukaran will be the new PCN's Clinical Director.

Keep safe everyone,
Love Dr Carla

Addendum-Footfall-the new format for our website which is currently in the process of being approved
-AccuRx the secure mechanism used for video consultations

Patients do not need to 'join or register' for these services, the website conversion will take place as soon as possible and is very easy to use and understand. Patients suitable for a video consult will be contacted via our triage service.

Many thanks
Karen Austen

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