

# CROSS DEEP SURGERY



Issue 24

Bulletin

Spring 2020



## STAY SAFE

For the most up-to-date information on Covid-19 listen to [news bulletins](#) or visit <https://www.gov.uk/coronavirus>

**IF YOU OR SOMEONE YOU LIVE WITH IS SHOWING SYMPTOMS OF COVID-19 (A HIGH TEMPERATURE OR A NEW CONTINUOUS COUGH) DO NOT LEAVE THE HOUSE**

For further help and advice check the 111 online service [www.111.nhs.uk](http://www.111.nhs.uk) or call 111

**WE WOULD LIKE TO SAY A VERY BIG THANK YOU TO PATIENTS AND OTHERS IN THE LOCAL COMMUNITY WHO HAVE KINDLY DONATED PERSONAL PROTECTIVE EQUIPMENT FOR OUR STAFF—WE ARE EXTREMELY GRATEFUL**

- ◆ **The Surgery is open** but the front door will remain closed and only patients with appointments will be given access. (Ring the bell and speak into the entryphone—a receptionist will open the door.)
- ◆ For **non-Covid-19 related problems**, you should **telephone for an appointment** in the usual way—do not ignore symptoms that are worrying you. Where possible, consultations will be by video link or otherwise by telephone but you will be given a face-to-face appointment if absolutely necessary. The facility to book appointments on-line has been suspended for the time being.
- ◆ **Appointments with the nurses** are being restricted to essential cases only (eg dressing changes, removal of stitches, some blood tests, childhood vaccinations).
- ◆ **Repeat prescriptions** can be requested via our website [www.crossdeepsurgery.com](http://www.crossdeepsurgery.com) - those patients who do not have access to the internet should request repeat prescriptions by telephone. We are not accepting written requests for repeat prescriptions for the time being.

Prescriptions will be sent electronically to your nominated pharmacy (if you have not nominated a pharmacy, please telephone us).

Please bear in mind that some pharmacies which previously offered a delivery service might not be able to deliver at the moment—if you cannot collect your medication yourself you might need to ask somebody else to do it for you.

- ◆ **Vaccinations**—It is extremely important that children are given the recommended vaccinations at the appropriate time so that they are fully protected. Your baby needs his/her first injections at eight weeks, then twelve weeks, sixteen weeks and one year. If your child is due for vaccination, please call to make an appointment.

### HELPLINE FOR RICHMOND BOROUGH RESIDENTS

Richmond Council has set up a Community Hub to co-ordinate the support being offered by the Council and the Borough's many voluntary organisations in response to the coronavirus pandemic. This is to help those who are most in need, and who might not have family or friends to turn to, to stay safe and well while they self-isolate at home. The Government's Local Support Scheme will link in with the Community Hub to support those for whom self-isolation is most critical.

If you need help with things such as shopping and collecting prescriptions or even if you're just plain fed up and want a bit of moral support, contact the Community Hub by phone on **020 8871 6555** or by email on [covid19support@richmondandwandsworth.gov.uk](mailto:covid19support@richmondandwandsworth.gov.uk)

# HOSPITALS

## A&E Departments are running as normal

There is some evidence to suggest that, at the moment, fewer people than normal are attending A&E for serious conditions and it is feared that they are being deterred from seeking the help they need because of Covid-19. There is a well-established procedure for treating patients with suspected Covid-19 in areas other than A&E Departments so please do not be afraid to seek emergency help if you need to.

If anybody needs **urgent medical assistance** (eg a suspected heart attack or stroke, a serious injury, loss of consciousness etc) please take them to the nearest A&E Department or call 999 and ask for an ambulance. Remember that, in many cases, early intervention is imperative, especially with regard to heart attack or stroke—delay in getting treatment could risk somebody's life.

### Outpatient appointments

Most outpatient appointments are being rescheduled or are taking place as telephone or video consultations. For **urgent referrals from GPs or if urgent investigation or treatment** is needed, appointments will be made and patients will be asked to go to the hospital or clinic as normal. Non-urgent and day case operations and procedures are being delayed. Hospitals will do their best to keep patients informed. Please talk to us if you are concerned about a non-urgent referral.

All wards are closed to visitors.

## NHS RICHMOND WELLBEING SERVICE

There can be no doubt that the current situation is probably one of the most difficult and stressful that the majority of us have ever had to deal with. Some of us cope better than others while some of us need help. The NHS is here to look after your mental as well as your physical health and it's here for you during these difficult times. There is no disgrace in asking for help and, as one of our patients, you can access therapy and support at the NHS Richmond Wellbeing Service at <http://www.richmondwellbeing.service.nhs.uk> You can refer yourself online or by phone on 020 8548 5550 Don't suffer in silence—help is available.

## DOMESTIC ABUSE AND VIOLENCE

It is a sad fact that levels of domestic abuse and violence have risen over the weeks of lockdown and some people feel trapped in their own homes in terrifying and sometimes dangerous situations.

**If you are in immediate physical danger call 999 and ask for the Police** (if you are calling from a mobile and are unable to speak, press 55 after calling 999—you will be transferred to the police automatically and they will be aware that you are not able to answer questions verbally—pressing 55 does not allow police to track your location)

The National Domestic Violence Helpline (**0808 2000 247**) is a 24 hour Freephone helpline for people experiencing domestic violence. It can give support, help and information over the telephone. All calls are confidential and it offers translation facilities for callers whose first language is not English—a service for callers who are deaf or hard of hearing is also available.

For information about what help is available locally, visit <https://www.richmond.gov.uk> click on "D" and type "domestic abuse" into the search box. The webpage includes an "Exit" button should you need to exit the page quickly.

## BEWARE OF SCAMS

Richmond Police are warning residents about **coronavirus scams**. Beware of anybody arriving on your doorstep claiming to be from the NHS and offering to test you for Covid-19. The NHS are not doing such tests in these circumstances —these are criminals trying to gain entry to your home.

There are also a number of online scams mainly offering commodities that are at present unavailable in shops or from legitimate websites. Do not click on any links in the emails or part with your money or bank account details. The simple rule is "If in doubt—don't".