

# CROSS DEEP SURGERY



Issue 25

Bulletin

Summer 2020

## TAKE CARE AND STAY SAFE



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

The website also contains a comprehensive list of what is permissible as lockdown restrictions are eased.

If you or someone you live with is showing symptoms of Covid-19 (a high temperature, a new continuous cough, a loss or change to your sense of smell or taste) do not leave the house (except to travel to a test centre).

You need to get a test done in the first 5 days of having symptoms— apply online on Gov.UK or call 119.

You can choose to take the test at a test site near you and get the result the following day or you can ask for a home test kit.

You, and anybody you live with, must self-isolate until you get your result.

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

## FACE COVERINGS

- ◆ **The Surgery is open** for patients with pre-booked appointments. (Ring the bell and speak into the entryphone—a receptionist will open the door.) ALL PATIENTS VISITING THE SURGERY ARE ASKED TO WEAR A FACE COVERING.
- ◆ 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.
- ◆ **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. Prescriptions will be sent electronically to your nominated pharmacy (if you do not have a nominated pharmacy, please ring us).
- ◆ **Childhood vaccinations**—If your child is due for vaccination, please telephone to make an appointment.

It has been demonstrated that the wearing of face coverings helps prevent the spread of Covid-19. Face coverings can be masks, bandanas, scarves or hand-made cloth coverings. Whatever type they are, they must fit securely round the side of the face and **MUST COVER BOTH MOUTH AND NOSE**.

In England you must wear a face covering by law on public transport (including bus and train stations, airports and seaports) and also in shops, supermarkets, shopping centres, banks, post-offices, museums and places of worship.

Face coverings are also needed in NHS settings including hospitals and GP surgeries.

You are strongly advised to wear a face covering in other enclosed public spaces where social distancing may be difficult and where you come into contact with people you do not normally meet.

(If wearing a mask makes your glasses steam up, try washing your glasses in warm soapy water. Also, ensure that your mask fits snugly across the bridge of your nose and wear your glasses over your mask. )

For detailed up-to-date information see [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

## FLU JABS

Believe it or not the time for annual flu vaccinations is approaching! However, this year we are not due to receive our first batches of vaccine until the end of September so vaccination clinics will not start until early-October. Keep an eye out on our website [www.crossdeepsurgery.com](http://www.crossdeepsurgery.com) for further information. We will also be producing a vaccination edition of this newsletter.

Those eligible for the flu vaccination will receive a text nearer the time. (Do we have an up-to-date mobile number for you? If not please telephone and ask for your records to be updated.)

# IT'S OK NOT TO FEEL OK

Lockdown restrictions might be starting to ease but many of us are still trying to cope with one of the most difficult and stressful situations we are ever likely to encounter. Life has changed for everybody. A whole range of activities have to be done differently and we can no longer take things for granted. There is talk of the “new normal” but it’s sometimes difficult to work out what that is and we wonder if things will ever be normal again. Some of us cope better than others—some of us appear to be coping but inside we know we’re not—and some of us aren’t coping at all. We’re all in this together they tell us but often it doesn’t feel like that, especially if those around us appear to be taking everything in their stride.



Possibly lack of money means worries about paying your mortgage/rent and feeding your family; or, you might be working from home in a situation that is far from ideal at the same time trying to come to terms with home-schooling and keeping lively children occupied; you might live alone and after a period of isolation are scared to venture out; lockdown might have exposed difficulties within your relationship; perhaps somebody you love has died; maybe you are fearful of a second wave of the virus. Or there may not seem to be any identifiable reason for the way you are feeling—perhaps lockdown and its effects have brought longer-term feelings of depression and anxiety into sharper focus.

All these situations, and many more, can have an effect on our mental health ranging from feeling a bit fed up to severe depression and anxiety that needs medical help. We said in our last edition that there is no disgrace in asking for help and we say it again. Help is available.

## Richmond Wellbeing Service

This confidential NHS service is designed to help you feel better about yourself and provides a number of different talking therapies as well as psychiatric consultation and support. The service is completely free and confidential and it’s available to any adult who lives in the London Borough of Richmond or is registered with a Richmond GP.

You can ask your doctor to organise an appointment for you or you can sign up for treatment yourself. Just call **020 8548 5550** to speak to one of the team. Alternatively log on to the website [www.richmondwellbeing.nhs.uk](http://www.richmondwellbeing.nhs.uk) and complete an online self-referral form. The service is also available in languages other than English.

## NHS Helplines

The NHS has compiled a list of helplines covering things such as bereavement, parenting, anxiety, loneliness, relationships and much more -

[www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines](http://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines)

## NHS Apps

A list of apps giving you instant access to information and advice on a variety of topics including mindfulness or meditation—many of the apps are of specific interest to young people.

[www.nhs.uk/apps-library/category/mental-health](http://www.nhs.uk/apps-library/category/mental-health)

## West London NHS Trust—local NHS urgent mental health line

Help is available 24 hours a day, 7 days a week. You can talk to a mental health professional who can provide advice and support. Telephone **0300 123 4244** or look at their website [www.westlondon.nhs.uk](http://www.westlondon.nhs.uk)

Or, you can of course speak to your doctor. The treatment you receive will depend on the reason you’re feeling as you are - as well as prescribing medication where this is indicated, your doctor can refer you to appropriate specialists or put you in touch with counselling services and organisations offering practical assistance.

Don’t suffer in silence—help is available and there is no disgrace in asking for it.

---

## HAVE YOU PUT ON A FEW POUNDS DURING LOCKDOWN?

Download the free NHS weight loss app (from App Store or Google Play as appropriate) to help you start healthier eating habits, be more active and start losing weight. The plan is broken down into 12 weeks so you can:

- ◆ set weight loss goals
- ◆ use the BMI calculator to customise your plan
- ◆ plan your meals
- ◆ make healthier food choices
- ◆ get more active and burn more calories
- ◆ record your activity and progress

See [www.nhs.uk/better-health](http://www.nhs.uk/better-health) for more information