

# CROSS DEEP SURGERY



Issue 26

Bulletin

Autumn/Winter 2020

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 national restrictions and those that apply under the Local COVID Alert Levels.

The free NHS COVID-19 app is a vital part of the NHS Track and Trace System and has a number of tools to protect you, including contact tracing, local area alerts and venue check-in. It is available to download from either Google Play or the App Store, as appropriate, and is the fastest way to see if you're at risk from coronavirus.

## IS IT A COLD, FLU OR COVID-19?

It's that time of the year when different bugs start doing the rounds. Some of the symptoms they produce are fairly similar certainly in the initial stages, so it's not always easy to work out what you're dealing with. How do you know which is which and what should you do if you are worried?

Symptoms	Coronavirus	Flu	Cold
 Fever	Common	Common	Rare
 Cough	Common	Common	Mild
 Loss of taste and smell	Sudden	Rare	Sometimes
 Fatigue	Sometimes	Common	Sometimes
 Headaches	Sometimes	Common	Rare
 Aches and pains	Sometimes	Common	Common
 Runny/stuffy nose	Rare	Sometimes	Common
 Sore throat	Sometimes	Sometimes	Common
 Sneezing	No	No	Common
 Shortness of breath	Sometimes	No	No
 Diarrhoea	Sometimes for children	Sometimes, especially for children	No

(Chart reproduced from BBC News at [bbc.co.uk](http://bbc.co.uk) by kind permission of the BBC)

### Colds

Symptoms develop over one or two days and include a sore throat, sneezing, a runny nose (beginning with clear mucus that develops into thicker, green mucus as the cold progresses and then a blocked nose), and a cough. You won't feel on top of the world but you're unlikely to feel particularly unwell. Symptoms can be relieved by over-the-counter remedies—your pharmacist will be able to advise on remedies that are suitable for you. Most colds will clear up by themselves within a week or so.

### Flu

Flu usually comes on much more quickly than a cold, and symptoms include headache, muscle aches and pains, sweating, a fever, a cough and a feeling of exhaustion with the need to lie down.

Flu symptoms appear one to three days after infection and most people recover within a week, although you may feel tired for longer.

If you are generally fit and healthy you can usually manage the symptoms of flu without seeing a doctor. Look after yourself by resting, refraining from strenuous activity and by drinking plenty of non-alcoholic fluids to avoid dehydration. Ibuprofen or paracetamol can relieve aches and pains.

### COVID-19

The main symptoms of COVID-19 are fever (temperature in excess of 38 degrees C), a new continuous cough and a loss or change in taste or smell. If you or someone you live with is showing these symptoms 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](http://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.

**If you are concerned about any symptoms and need further help or advice check the 111 online service [www.111.nhs.uk](http://www.111.nhs.uk) or call 111**

# THINK NHS 111 FIRST

As we are all aware, the NHS will be operating under extreme pressure over the coming months. Accident and Emergency Departments are likely to be particularly stretched and you can do your bit to help.

**If you need urgent care but your condition is not potentially life-threatening, call NHS 111 before going to A&E. If, following a conversation with NHS 111, it is appropriate for you to attend A&E, you may be scheduled a time to attend.**

Thinking **NHS 111 First** will also help you get to the most appropriate service when you may not have to attend the emergency department. This could include self-care or a slot at your GP practice, a GP hub or a nearby Urgent Treatment Centre.

You can of course still go to A&E and urgent treatment centres without calling ahead - and where a condition is potentially life-threatening you should not hesitate to do so—but thinking “**NHS 111 First**” will:

- ◆ help you get the most appropriate service
- ◆ mean shorter waiting times via a booked slot at the emergency department or another appropriate service and
- ◆ safe social distancing away from busy emergency department waiting rooms to protect you and others from COVID-19.

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## “TALK BEFORE YOU WALK”

In order to protect patients and staff we have implemented controlled entry to the practice and therefore only patients with appointments will be given access.

**If you, or somebody you are caring for, are unwell, please do not delay in seeking advice—contact us by telephone on the usual way** and you will be given a telephone appointment to speak to a doctor. If, as a result of the telephone consultation, the doctor feels a face-to-face consultation is necessary you will be given a further appointment to come to the surgery.

For blood tests, injections, dressing changes etc, or anything else, please telephone and speak to Reception.

**If you are attending the practice, you must wear a face covering.**

In a nutshell, please don't just turn up at the practice, telephone first -“talk before you walk”. Thank you.

## NHS RICHMOND WELLBEING SERVICE

As the current situation continues, even the hardest of us can feel depressed and anxious—for some of us the feelings are more severe.

Please remember that 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 if you feel you need it and, as one of our patients, you can access therapy and support at the NHS Richmond Wellbeing Service. You can refer yourself online or by phone -

<http://www.richmondwellbeingservice.nhs.uk>

**020 8548 5550**

Don't suffer in silence—help is available.

*(For more information please see the article in the Summer Edition of Bulletin available on our website [www.crossdeepsurgery.com](http://www.crossdeepsurgery.com))*



If you wish, you can now use the Internet to book GP appointments, request repeat prescriptions for any medication you take regularly and look at some of your medical records online via the Patient Access portal. This means that you will have constant access to, for instance, the names and doses of the medication you are taking and your known allergies, particularly helpful if you are away from home—if you need to, you can access your medical record from anywhere in the world. The portal also gives access to latest medical advice and information.

If you are interested, please visit our website [www.crossdeepsurgery.com](http://www.crossdeepsurgery.com) to download and print the application form (if you are unable to download and print the form, we have copies of the application form and accompanying information leaflet at Reception). You will need to bring the completed application form into Reception together with two forms of ID (one with a photo such as passport or driving licence and the other with your home address such as recent utility bill or bank statement). Once your application has been processed we will email you a Patient Access Pin Document which you will need in order to sign up to Patient Access. You will also need to download the app from Google Play or the App Store as appropriate.

We would like to emphasise that if you decide not to join or wish to withdraw, it's your choice. You can still use the telephone to make appointments, request repeat prescriptions, etc. Your decision will not affect the quality of your care and practice staff will continue to treat you in the same way as before.



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**And finally, please, please ensure that you wear a face covering in any enclosed space or anywhere outside where it is difficult to maintain social distancing. By doing so you are protecting those about you and helping to prevent the spread of Covid-19. Whatever form of face covering you choose, to be effective IT NEEDS TO COVER BOTH YOUR NOSE AND YOUR MOUTH.**