

St John's Wood Medical Practice PPG Newsletter

November
2020

Changes in the Practice due to Covid 19

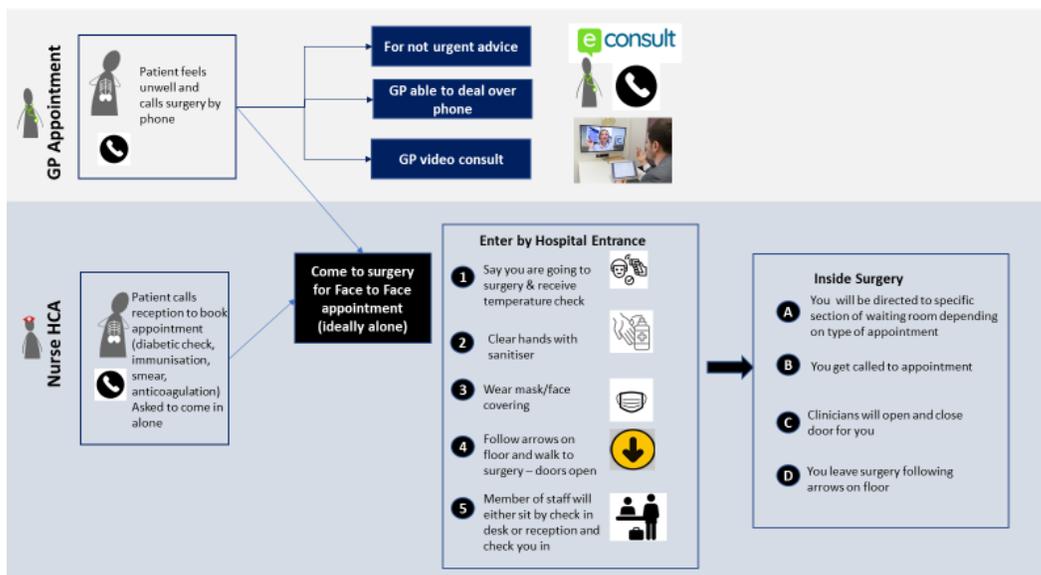
This is the Autumn 2020 Practice Newsletter produced by your Patient Participation Group. After discussion with busy Practice staff we've decided to produce some information below which we hope may help them to help you.

Since lockdown in March, the Practice staff have been working so hard to be there for you, the patients of St John's Wood Medical Practice. In the face of all the changes caused by Covid 19, they've adapted to provide the absolute best care for you that they can in these new and testing circumstances

Obviously, changes have taken place recently to keep us all as safe as possible. If you do need to visit, please don't forget to wear a face mask! Your temperature will be screened on your way into the Practice by hospital staff. Hand Sanitiser is plentifully available on your route to reception. Please come on your own to the surgery if possible and please take care with social distancing when you arrive at reception.



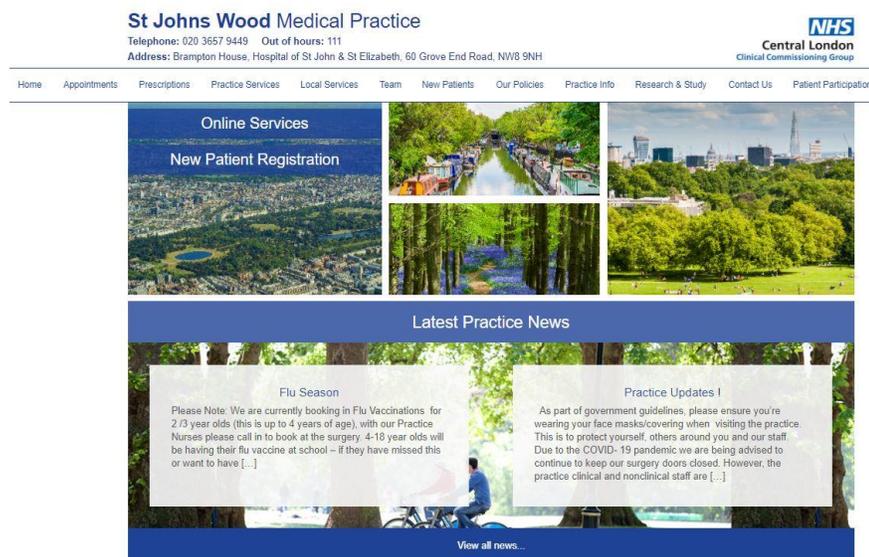
The **Patient Journey** flow chart below illustrates some points to bear in mind.



Are you feeling unwell? Have you checked our Practice website recently?

www.stjohnswood.nhs.uk

You'll probably be amazed at how helpful the Practice website is! There is a huge amount of information there to help you understand symptoms and problems you may be experiencing. On the lower part of the home page, there is a comprehensive menu of conditions and symptoms. One click takes you to official NHS information and advice. It's superb, why not check it out so you know it's there when you need it?



Repeat prescriptions

If you regularly need the same medicine, why not check www.stjohnswood.nhs.uk - see the "Prescription" section on the home page menu? This explains your options, like getting your prescription by post; it also links you to SystmOnline, the way to order Repeat Prescriptions easily online. You will need to register at reception first if you haven't used this service before.

If you do not have online access you can request your repeat prescription in person by ticking the items you need on the tear-off side of your prescription and dropping it into the surgery or prescription box at the hospital entrance. Alternatively, supply a stamped addressed envelope and we will return your prescription via Royal Mail. Please allow 2 full working days, excluding weekends and Bank Holidays, for your request to be processed.

An Introduction to eConsult

When you go to the Practice website www.stjohnswood.nhs.uk, you will first see information about coronavirus, then e-Consult pops up on the screen. It is a blue online form which is simple to fill in. This is a new service to contact the surgery if you have a non-urgent illness and need personal advice, and it is explained very clearly. If you send in the eConsult form you will get help from the surgery by the end of the next working day – or sooner! It is well worth a try.



Flu vaccine update

The Practice is currently contacting patients aged 65 or over about having a flu vaccine. At the moment our stocks are limited but as more arrives, Practice staff will send texts or a letter about this to patients at risk who are below 65 years old.

Thank You from the Staff

Surgery staff have been grateful recently to have received personal good wishes from patients including gifts of handmade masks and soaps. Your kind messages of support are very much appreciated.

Stay safe! This newsletter comes from your Patient Participation Group at St John's Wood Medical Practice (further information is available on www.stjohnswood.nhs.uk or you can call the practice on 020 3657 9449)