

Thursday 2nd April 2020

Malvern Town PCN Covid Communication

I'm Dr Jonathan Thorn, partner at Malvern Health Centre and Clinical Director for Malvern Town Primary Care Network. I wanted to share with you details of measures we have put in place in order to protect our staff and patients during the current coronavirus crisis.

We are living through challenging times. The pandemic is having a significant impact on all of our lives. If you have contacted the surgery recently you will have noticed that we have already made changes to the way in which we deliver care to our patients. I would like to start by thanking you, our patients, for being so understanding and supportive of our efforts to date.

You may have noticed that we are doing more telephone call consultations and video consultations and are also encouraging patients to use our online service, which is available via all of our practice websites. Moving to remote consulting in this way makes care safer for our patients and our staff. If you do need to be seen we may ask you to visit a neighbouring surgery rather than your own surgery. This is to try and minimise contact between patients who are otherwise well and those who may be at risk of suffering from the COVID19 virus. Your doctor or nurse may well be wearing a facemask or visor.

In order to maintain our services at a time when many of our staff are unable to work, we may need to close some of our surgeries to face to face patients completely – but rest assured, we will ensure that services are maintained either remotely, or by using neighbouring practices.

Please bear with us if you are asked to attend another practice and follow any instructions carefully for your safety and the safety of our staff.

Whilst continuity of care is very important to us, during this period we may be less able to get you an appointment with the doctor of your choice; we will also be unable to book appointments in advance as we do not know which members of our clinical workforce will be in work on any given day. We will not be able to offer the full range of treatment options that we normally do. For example steroid injections, minor operations and some specialist referrals have been suspended so we can focus our efforts on tackling the current crisis.

We will ask you not to visit the surgery unless you have an appointment and please do not attend to collect prescriptions or sick notes, these will be sent electronically.

Whilst some of these measures will not be as convenient as our usual service, it's important that we are able to focus on battling the Pandemic and providing a safe level of care for patients and staff alike.

Finally, I would like to reassure you that the majority of people who contract Covid -19 will have mild symptoms that can be managed at home without the need to contact healthcare services. There is plenty of information on the NHS website to support you in doing so. We

can and we must all play a part in reducing the impact of the virus by taking heed of the government advice to stay in our own homes wherever possible, this is particularly true for those individuals with long term medical conditions and the elderly.

Thank you for listening and for your understanding. Please take care of yourselves and each other during the days and months ahead.

*Yours Sincerely,
Dr Jonathan Thorn*