

Putting
Pride into
Practice

TRINITY MEDICAL CENTRE

Trinity Medical Centre, Thornhill Street, Wakefield, WF1 1PG
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Tel: 01924 784101

17th March 2020

Dear Patient,

We would like to advise you on how Trinity Medical Centre (TMC) will support you during the Coronavirus (Covid-19) pandemic. We want to reassure you that our doctors, nurses and staff will do their best to help our patients and maintain essential services that are needed in this difficult time.

You will notice significant changes to how you can use our services and interact with us as everything will be moved to being done remotely as far as possible. We will still see our patients or make sure they are seen by the right service when clinically needed.

While a lot of focus is going to be on patients who are contracting the coronavirus, we will also make sure that we care for patients who will have other medical problems but we will ask you to delay the routine checks when it is clinically safe to do so.

Our Clinical Assessment Service (CAS) by telephone for all same-day problems is still going to be available on 01924 784100. This service is run by experienced Clinical Advisors, supported by our GPs and is available **Monday – Friday; 8am - 10pm, Weekends and Bank Holidays; 9am-3pm.**

What is changing?

1. All GPs and nurses appointments will be changed to telephone consultations. If the clinicians advise that you need face-to-face assessment, they will arrange to see you.
2. We are introducing video consultations and online consultations where you can chat with a GP.
3. When a prescription is needed, it will be sent electronically to your nominated pharmacy or dispenser.
4. Essential face-to-face appointments like baby immunisations and wound dressings will still be provided but patients with coronavirus symptoms (new cough or fever) should not attend these appointments.
5. All routine blood tests will be cancelled, we will still offer urgent and essential blood tests appointment like warfarin, DMARDs and PSA monitoring but patients with coronavirus symptoms (new cough or fever) should not attend these appointments.
6. Smear tests will continue as normal. Again patients who are experiencing coronavirus symptoms should not attend.



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7. Non-essential vaccinations will be unavailable. No travel vaccinations will be provided, patients needing these will be advised on where to go for these vaccinations.
8. Routine NHS health checks will be suspended.
9. Minor surgery will be suspended for the next two weeks, with the practice looking to review after this. Patients will be kept on a waiting list to ensure they are dealt with when possible.
10. Usual rules around medications review and chronic disease management will be relaxed when it is clinically safe to do so.
11. Access to our buildings will be monitored as we are asking all patients to contact us on the phone and do not attend our buildings unless you are advised to do so.
12. Home visits will only be done when it is clinically necessary as many problems can be managed on the phone.

How can you help us help you?

- If you develop coronavirus symptoms (new cough or fever), self-isolate for 7 days and check the links below. If your symptoms are mild, manage yourself as with any flu and make sure you have support around you. If symptoms are significant seek advice from 111 or call our CAS.

<https://www.nhs.uk/conditions/corona-virus-covid-19>

<https://111.nhs.uk>

- Do not come to the Surgery, if you have a same-day problem call our CAS on 01924 784100.
- If the lines are busy, leave us a message and we will always call you back, please be patient with us.
- Follow the national advice especially for the elderly patients who are at higher risk.
- Check our website for information <http://www.tmcwakefield.co.uk>
- Make sure we have your mobile number to keep you updated with any changes through SMS.
- Ask for your repeat prescriptions online, you can still drop a request to one of our buildings but it is better to post it.
- Make sure if you can, that you have a nominated chemist so we can send any prescriptions electronically to them.
- Make sure, if you can, you have access to the practice online services. The quickest way to have one is through the NHS App.

We are sure by working together with you that we will be able to get through this challenging time.

Your cooperation is appreciated.

Trinity Medical Centre Partners and staff



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