



The LIMES Surgery



Newsletter

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Summary:

- **The surgery continues to offer telephone & video consultations with a possible new clinical model from July.**

- E-Consult—online service gives access to a GP within 24-72hrs.
- Prescriptions—EPS phase 4. All patients to nominate a pharmacy as prescriptions will be sent electronically. Paper scripts will no longer be available.
- Covid-19 research—the surgery will be involved in a national research study called PRINCIPLE.
- Latest shielding advice
- Prescribing of over the counter medicines has changed.

Surgery Appointments

The last few months have been a challenging time for everyone. We are currently continuing to offer telephone/video consultations and are looking at a new clinical model to enable the surgery to move forward during these unprecedented times.

From July the new model is anticipated to include a selection of routine, “on the day”, telephone and video appointments.

E-Consult

Use our e-Consult system to submit symptoms or requests to a GP electronically. Complete an online form to be triaged by the practice and expect to have your problem dealt with between 24-72 hours.

It is a quick and efficient service that could save you valuable time if a face to face appointment is not necessary to resolve your problem.

E-Consult can also offer around the clock NHS self-help information, signposting to services and a symptom checker.

You can access the service via the website at www.thelimesurgery.co.uk

Click on the “e-consult” button which is bright yellow on the home page.

Changes to Prescription Process -EPS Phase 4

NHS Digital released phase 4 of the electronic prescription service in November 2019. This is now active within the practice and means **ALL** patients need to select a nominated pharmacy as prescriptions will now only be sent electronically. **Paper prescriptions will no longer be produced.**

If you do not have a nominated phar-

macy you will be given a token instead of a paper prescription which you will need to take to a pharmacy of your choice. The Pharmacist will scan the bar code and download the prescription from the token and then issue the medication.

Covid-19 Research

The practice is supporting vital Covid-19 research. As part of this we are helping to carry out a national priority research study called PRINCIPLE. If you have symptoms of Covid-19, are aged 65 or over, or are aged 50-64 and have an existing health condition, you may be eligible to join this important study.

If you'd like to discuss taking part in PRINCIPLE contact the practice via the website:

www.thelimesurgery.co.uk

Latest Advice for Shielding Patients

Starting July 6th the Government has made some changes to its guidance because the transmission of COVID-19 in the community has gone down. The changes are:

- You no longer need to socially distance from people you live with.
- You can meet in a group of up to 6 people outdoors, including people from other households.
- You may form a “support bubble” with one other household, but one of the

households should be a single adult household (or be a single adult with children under 18). You can spend time outside and inside, including overnight, without the need to social distance.

- You can still get a food box, care and/or medicine delivery until 31st July.

From 1st August, the Government will pause shielding unless the transmission of COVID-19 in the community starts to rise significantly. This means:

- The Government will no longer be advising you to shield.
- The support from the National Shielding Service of free food parcels, medicine deliveries and care will stop.
- NHS Volunteer Responders will carry on delivering the food you buy, prescriptions and essential items to you if you need it.
- You will still be eligible for priority supermarket slots (if you have registered by 17th July).

For full details see the government website: www.gov.uk

Prescribing of over the counter medicines has changed

Your GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of short-term, minor health concerns.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of qualified healthcare pro-

