

Tower House Medical Centre

Stockway South, Nailsea
Bristol, BS48 2XX
Tel: 01275 866700

Brockway Medical Centre

8 Brockway, Nailsea
Bristol, BS48 1BZ
Tel: 01275 850600



TYNTESFIELD
MEDICAL GROUP

www.tyntesfield.nhs.uk

Backwell Medical Centre

15 West Town Road, Backwell
Bristol, BS48 3HA
Tel: 01275 465100

Long Ashton Surgery

55-57 Rayens Cross Road,
Long Ashton, Bristol, BS41 9DY
Tel: 01275 392134

Understanding the current situation at Tyntesfield Medical Group during the COVID-19 / Coronavirus Pandemic

On behalf of the team at Tyntesfield Medical Group, I am writing to you with some information that I hope will help you and your family in these difficult times. This letter aims to explain how we are currently operating at our 4 sites in Nailsea, Backwell and Long Ashton, and to give you some advice on how to deal with medical or social problems you have in the coming weeks. Clearly the situation is constantly changing and we will try to keep you informed if there is any significant alteration to the suggestions below. Please check our website www.tyntesfield.nhs.uk where we will update this document as things change.

Firstly, can we thank all of you for your support over the last few weeks – we can see how all of our patients have been incredibly thoughtful in only using the surgeries for urgent problems over recent weeks. In addition, to all those who have given up their time, energy and skills to support us and our community, we thank you – those helping our local volunteer groups, delivering medication and food to vulnerable or isolated people, those who have made PPE and scrubs for medical staff and care workers, and many others. It is hugely appreciated.

How can you continue to help us?

Although the government is starting the process of easing lockdown measures, please continue to avoid coming into the surgery unless you have been specifically asked to by one of our staff. For any queries, or if you need medical help, please ring the surgery and we will endeavour to help you over the phone. All GP surgeries in the country have been asked to move all face to face consultations to the telephone for initial assessment. We then have the option to consult you via a video call if needed, or if face to face assessment is required, we can arrange this in a safe way (for all face to face appointments you will be asked to wait outside the building until called in, and staff will be wearing protective equipment – PPE). This avoids our usually busy waiting rooms becoming a potential source of infection to you, helping us keep you and our staff as safe as we can. Please also remember that if you are due a face to face appointment and develop any symptoms that could be caused by coronavirus, please ring the surgery before attending in person.

The pandemic is going to continue to cause significant disruption for many months, and it is vital that you feel able to talk to us about health problems you are having that do not relate to coronavirus. We are also aware that the current situation may be having an impact on your mental health and wellbeing – again, we would encourage you to discuss this with us if you feel you would like our help.

Be aware there is a lot of Coronavirus related information circulating (on social media in particular) that is incorrect – please don't forget to check on reputable websites, e.g. www.nhs.uk if you read something on social media that causes you alarm!

Please be aware we are still unable to make routine hospital referrals, as these have been closed down on a national basis – however, if we do need to refer you for a routine specialist opinion, we will be making the referral now, holding your referral here at the practice and will be ready to process these as soon as the situation changes. We are still able to make urgent '2 week wait' referrals where we have suspicion of cancer as a cause for your symptoms, although some services such as endoscopy, are limited due to the high risk of infection with these procedures.

We are now restarting routine cervical smears, following advice from NHS England. Patients who are due a smear test will be contacted by us to arrange an appointment if they wish to go ahead. Insertion of routine contraceptive implants and coils is currently suspended, until we receive advice from NHS England to restart this service – but please do still contact us for contraception queries during this time.

High risk 'shielding' patients:

If you have received a letter from NHS England or the practice, advising you that you are in the high risk category regarding Coronavirus, please remember that the measures to ease lockdown do NOT apply to you – you are still advised to continue shielding until June 30th, at which point you should receive further advice.

Requesting Prescriptions:

You are still able to order medication in person at the surgery, but in order to reduce unnecessary visits, please keep this as a last resort. There are several other ways you can request prescriptions, details of which are on the repeat prescriptions section of our website. The most efficient way to order medication is by emailing requests directly to our Prescription Hub at tyntesfield.prescribing@nhs.net – we can take requests from your representative if you do not have email access. Please provide your name, date of birth, address, specify which medication you are requesting and the pharmacy from which you would like to collect. We are strongly recommending that prescriptions are sent by us

electronically to your nominated pharmacy, rather than collected in person here at the surgery.

If you would like your medication to be delivered and do not have this already arranged with your pharmacy, please contact your local COVID volunteer group who should be able to help you with this – unfortunately the surgery is unable to facilitate this for you. The local volunteer groups are working closely with the Pharmacies and have developed a robust system to ensure your medication is safely delivered to you.

Getting support for non-medical problems:

There are a number of key resources that you can contact if you need help.

North Somerset Together (COVID)

01934 427 437 – can link your needs to volunteers and offers of help

Nailsea COVID-19 Help Group (including Tickenham, Wraxall, Backwell and Long Ashton):

01275 855277 – or nailseahelpers@yahoo.com – or on Facebook.

Backwell Community Resilience Programme:

01275 464653 – or clerk@backwell-pc.gov.uk – or on Facebook.

Long Ashton Coronavirus Support Network:

01275 595580 – or info@lacovid.org and www.lacovid.org or on Facebook.

If you are having trouble making contact with a group yourself, or if you are not sure about the services available, please ring the practice and ask to speak to our social prescriber, Helen Todd, who will be happy to make contact with you and offer you advice and help.

Again, thank you for your ongoing support. Please do contact us if there is anything you feel we should be doing to further help our community during these challenging times.

Dr Jon Rees

On behalf of Tyntesfield Medical Group

May 11th 2020.