



**BURNLEY GROUP PRACTICE**  
**Patient Newsletter September 2020**

**Flu Clinics**

Flu clinics will be added over the next few days, if you are eligible for a vaccine and we have your mobile number you will receive a text message invite in due course, wherever possible book your appointment online to help keep our phone lines clear, if you need to ring us to book, avoid calling between 8 and 9am and 12 noon and 2pm, the clinics will be different this year, please note the following:

- There will be separate clinics for over 65's, under 65's who are in an at risk group and children who are eligible to be vaccinated at the surgery
- You should attend alone wherever possible
- DO NOT ATTEND IF YOU ARE UNWELL OR HAVE COVID SYMPTOMS
- You should bring a face covering with you to your appointment
- There will be no seating available, and you will remain standing for your vaccination – let us know if you will find this difficult
- Wear loose clothing and have your arm exposed when you enter the nurses room
- Wash hands regularly / use hand sanitiser
- The flu clinics will be strictly for flu vaccines only, if you are due for anything else you will need to make an appointment in a normal clinic where your flu vaccine will be given at the same time, try to attend the surgery as little as possible
- We will have flu clinics at all three sites at a variety of times Monday to Friday, remember to stay 2 metres apart from other patients, and if the weather is inclement, bring an umbrella as it is likely there will be queues. **Ensure you know which site your appointment has been booked at, if it is at St Peters Centre, it will be in the Health Education Suite if your appointment is for flu vaccination only, not in the normal practice premises. The Health Education Suite is on the 1<sup>st</sup> Floor in the St Peters Centre**
- There is a suggestion that all those aged 50 and over will be vaccinated – at the moment we are not aware of whether this will occur, or how, so if you are aged 50-64 and not in an at risk group, do not contact us at this stage

Our site at St Peters Centre will be opening on Monday 7<sup>th</sup> September, as with our other sites you should only attend if you have a pre-booked appointment, or have been asked to attend for another reason. If you need to contact us for any other reason you should telephone, email or use our online services. Our contact details are below. If you need to bring a paper request in for a prescription, we have post boxes at all three sites (on the ground floor at the St Peters Centre, next to the pharmacy, no need to go to the practice premises).

Many of our consultations at the moment are done by video; here is a useful guide on how to make the



most of video consultations  
Video Consultations  
Guide for Patients 20.

Are you expecting a baby in Burnley? Download the #MumAndBabyApp for information about services in your area and free advice. Available to download on IOS and Android – search 'mum & baby' in the app store

St Peter's Centre, 3<sup>rd</sup> Floor, Church Street, Burnley, Lancashire, BB11 2DL Tel: 01282 644222 Email: burnley.gp@nhs.net

Branch Site: 187-189 Manchester Road, Burnley, Lancashire, BB11 4HP

Branch Site: Kiddrow Lane Health Centre Kiddrow Lane, Burnley BB12 6LH Tel: 01282 731300



## BURNLEY GROUP PRACTICE

**One appointment is for one patient with one problem.** If you need to discuss more than one problem, mention this to the receptionist when making your appointment so that a double appointment can be made for you. If you are asked to attend the surgery you should attend alone unless this is not possible.

Electronic Prescribing – until recently we have only been able to prescribe prescriptions electronically if you have a nominated pharmacy. This is changing so that almost all prescriptions will be prescribed electronically. **YOU WILL NO LONGER RECEIVE A PAPER PRESCRIPTION.** You will be able to call at the pharmacy for your prescription, but you will need your NHS number – we can send this to you by text message – please ensure we have an up to date mobile number on your medical record. More information is available at <https://www.nhs.uk/using-the-nhs/nhs-services/pharmacies/electronic-prescription-service/>. If you don't have a nominated pharmacy, we would encourage you to nominate one now

Self-care – remember that some medicines suitable for self-care and available to buy over the counter are no longer prescribed in line with NHS England guidance and East Lancashire CCG self-care policy.

These items are available to purchase from your local pharmacy or supermarket. For further information and advice on how to self-care visit [www.nhs.uk/OTCmedicines](http://www.nhs.uk/OTCmedicines)

We are in the process of aligning our **Practice Nurse and Health Care Assistant (HCA) appointments** – partly because of the merger and partly because of Covid you may notice some changes to the way our reviews are conducted. Sometimes you may need to attend more than once, for example our HCA may take your bloods, check your blood pressure and check your foot pulses, then you will be asked to return two weeks later for your diabetic review with the nurse. Whilst this may seem inconvenient, it means that our nurses are freed up to deal with more complex tasks, and they will have your blood results available at the time they see you to enable them to tailor your care more precisely.

You may also notice that some reviews are done on the telephone, particularly the respiratory reviews – for the time being we are unable to carry out peak flow or spirometry.

We have a backlog of work and are doing our best to prioritise patients to bring in, please be a patient patient, but **YOU MUST CONTACT US IF YOU HAVE ANY CONCERNS AND WE HAVEN'T BEEN IN TOUCH**

Mobile numbers – please ensure we have an up to date mobile telephone number for you, we are now using these to communicate with you more and more, you can let us know if you don't want to receive text messages