

Coronavirus Patient Newsletter June 2020

Useful Contacts

111: <https://111.nhs.uk/covid-19>

NHS England: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Public Health: <https://www.publichealth.hscni.net/news/covid-19-coronavirus>

East and North Herts CCG: <https://www.enhertscg.nhs.uk/news>

Herts County Council: <https://www.eastherts.gov.uk/emergencies/coronavirus>

A Message to Our Patients

On behalf of Wallace House we would like to thank you for your patience and support at this time during this difficult time. We understand it has been an upset to normal routine and we appreciate your efforts in helping us to help you. A huge thank you to all our patients who are key workers and supporting the nation to stay safe and stay home. If you have any queries or questions, please do not hesitate to contact our Care Navigation team.

Antibody Testing

As you may be aware NHS England have stated that from Friday the 29th May all patients are able to have antibody testing added to their routine pathology.

We have noted the need to make an antibody test available to NHS patients already having their blood taken and who want to know whether they have been infected with COVID-19. We are taking steps to put this in place as soon as possible and will advise as soon it is available.

We aim to provide an additional update on the situation by the 8th of June.

Online Surveys

In light of the guidance for people to stay home and isolate, we would like to try a few new ways of managing our care. One of the ways we can continue to manage your care without asking you to risk an unnecessary journey is to try a few surveys on our website.

In the coming weeks we will be sending out a number of links to questionnaires via our website. It would really help us if you could complete these whenever you are asked to as this way we can review your care and assess if we need to take any action to look at your ongoing care needs.

If we need to contact you following your completion of a survey we will get in touch via your mobile number to offer further care on a personalised basis. If you have any questions about a link please do not hesitate to contact the team on site either via the phone or the website.

Cancer Treatment During Covid-19

In response to questions from patients about cancer treatment during the Covid-19 pandemic, answers have been drawn together by the NHS and cancer charities in the east of England. Please find this information in the link below:

<https://www.canceralliance.co.uk/covid-19/national-guidance.aspx>

NHS Volunteer Responders

People can now ask for help from the volunteer army themselves by calling 0808 196 3646 for self-referrals. People who have been advised to shield can ask volunteers for short-term help between 8am – 8pm.

Muscleoskeltal Triage Service (MSK)

In recent weeks we have seen a huge drop in demand for our MSK triage service. This service will continue as phone appointments and can be booked via the care navigation team.

Please do call in and speak to a care navigator if you think that this service may be of use to you. The Physiotherapists who run this service are highly skilled and can signpost you to great resources for all sorts of MSK problems. Please contact reception if you wish to find out more or to book a phone consultation

Phone Consultations

During GP phone consultations, it would help if you have a few things to hand.

Please ensure that your volume is turned on if a phone consultation has been requested, and that you are in a quiet area of your house. It also would be helpful to have your medication and/or inhalers in front of you

The most useful items to have during these consultations would be a thermometer, a blood pressure machine, and smart phone app to check your pulse. It is not necessary to have access to all of these in order to have a phone consultation, but they may help in diagnosing symptoms.

In general you should have a reasonable supply of paracetamol, antihistamines and a basic first aid kit, with simple dressings such as Tegaderm dressings with pads, at home

The NHS website has clear and useful information on a variety of ailments.

Contact Information

If you believe your current phone number or email address is different to the information that we currently have on file, please go onto the website to update in the event that we need to contact you.

Online Access to Records

If you wish to take part in a remote consultation, it would be beneficial if you request online access to your records via the website, as this will help facilitate a more efficient consultation.

Rash or Skin Lesion Consultations

If you are requesting an remote consultation regarding a rash or skin lesion, please send a photo to the admin email so we can facilitate a call back and ensure that the clinical staff is able to provide well informed care.

Text Messages from the Surgery

Please look out for text messages from the surgery and respond whenever you can.

Guidance for Households with Possible or Confirmed Coronavirus (COVID-19) Infection

Please find the link attached that discusses guidance for if you, or a person in your household, become ill with possible or confirmed coronavirus.

Whilst for most people, coronavirus will be a mild illness, if you have any of the symptoms above you must stay at home and arrange to have a test to see if you have COVID-19.

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

COVID-19 Guidance

Please find the link attached that offers guidance and support in a range of different areas including work places, school openings and international travel.

<https://www.gov.uk/coronavirus>

Maternity Advice Line

In response to increased queries from women in light of COVID-19, our maternity team have organised some new contact methods for women accessing maternity care, this is especially important as places for community midwifery appointments are being changed and re-organised with short notice.

Maternity Advice Line: 07789 935620 (07:00 – 21:00, 7 days a week)

maternityadviceline.enh-tr@nhs.net

If you have an urgent query, you should not use the above contacts but instead call the Consultant Led Unit (CLU) or Midwife Led Unit (MLU) as per your hand held pregnancy notes.

These methods of contact will be available for at least the next 12 weeks during the COVID-19 crisis

Introduction of E-Consult

We have recently launched a new way of communication for our registered patients called E-Consult. E-Consult is all about using online consultations to provide our clinical team as much information as possible, to generate the most appropriate outcome for you.

This has been live on our website since 1st June and is available for all of our patients to access. This can be seen on our Wallace House home page and is easily accessible due to the box being in red, please see below.



Not only does it act as another way to communicate with us, it also provides clinical information and guidance which will always be available to you. We have set this up so it has a 48 working hour turn around, meaning your E-Consult will have a response in this time frame, whether it be by our clinical team or from one of our highly skilled Care Navigators.

Where this isn't possible, a member of the team will be in contact to inform you of the delay.

As you can see from the screenshot below, you can contact us about a wide range of problems. The list below highlights some of the clinical options but you can also use E-Consult to speak with our Care Navigation Team about more administrative issues.

CLINICAL BASED

Allergies

Hay fever
Hives
Urticaria

Breathing problems

Breathing problems
Cold or flu
Coughs
Flu

Ear problems

Earache

Eye problems

Conjunctivitis
Eye Problem

Joint Pain

Ankle pain
Back pain
Elbow pain
Foot pain
Frozen shoulder
Golfer's elbow
Hand pain
Hip pain
Knee pain
Neck pain
Shin splints
Shoulder pain
Tennis elbow
Whiplash
Wrist pain

Mouth problems

Cold sores
Laryngitis
Mouth ulcer
Sore throat
Tonsillitis

Nose problems

Sinusitis

Skin and nail

Acne
Athletes foot
Bites and stings
Contact dermatitis
Crabs
Dandruff

Women's health

Bacterial vaginosis
Bladder infection in women
Blood in the urine for women
Breast problems in women
Contraception
Cystitis in women
Family planning
Genital herpes in women
Genital warts in women
Incontinence
Mastitis
Periods - delaying
Periods - heavy
Periods - painful
Pill (family planning)

ADMINISTRATIVE BASED

What administrative issue can we help you with?

Discuss recent tests

Sick note (fit note)

Request Maternity Exemption Certificate

GP letter

Medical Report

Medical Examination

Other requests for documents or paperwork

Our Care Navigators will still always be available via telephone so please do not feel you can't phone and ask to speak with one of the team. This isn't replacing our existing modes of communication, only adding to it to support our patients to the best of our ability. We always welcome your feedback, especially with new projects and look forward to your support with this.

We're still here to help!

If you need advice during the **coronavirus outbreak**, we're still here to help. Whilst we've had to temporarily close our face to face service you can still contact us in a number of ways:

For **advice by email** go to
www.citizensadviceeastherts.org.uk/webadvice

For **phone advice** please call **03444 111444** 10am-4pm Monday to Friday (you may have to wait in a queue but we will get to you as soon as we can). Or you might find it easier to call **01920 459944** and leave a message so one of our advisers can get back to you.



You can also access information online at
citizensadviceeastherts.org.uk

For medical advice - www.nhs.uk/conditions/coronavirus-covid-19/

NB. We will do our very best to answer all calls and emails as quickly as we can but please bear with us as we manage high demand.

Advice for parents during coronavirus

Whilst coronavirus is infectious to children it is rarely serious. If your child is unwell it is likely to be a non-coronavirus illness, rather than coronavirus itself.

Whilst it is extremely important to follow Government advice to stay at home during this period, it can be confusing to know what to do when your child is unwell or injured. Remember that NHS 111, GPs and hospitals are still providing the same safe care that they have always done. Here is some advice to help:



RED

If your child has any of the following:

- Becomes pale, mottled and feels abnormally cold to the touch
- Has pauses in their breathing (apnoeas), has an irregular breathing pattern or starts **grunting**
- Severe difficulty in breathing becoming agitated or unresponsive
- Is going blue round the lips
- Has a fit/seizure
- Becomes extremely distressed (crying inconsolably despite distraction), confused, very lethargic (difficult to wake) or unresponsive
- Develops a rash that does not disappear with pressure (the 'Glass test')
- Has testicular pain, especially in teenage boys

You need urgent help:

Go to the nearest A&E department or phone 999



AMBER

If your child has any of the following:

- Is finding it hard to breathe including drawing in of the muscles below their lower ribs, at their neck or between their ribs (**recession**) or **head bobbing**
- Seems dehydrated (dry mouth, sunken eyes, no tears, drowsy or passing less urine than usual)
- Is becoming drowsy (excessively sleepy) or irritable (unable to settle them with toys, TV, food or picking up) - especially if they remain drowsy or irritable despite their fever coming down
- Has extreme shivering or complains of muscle pain
- Babies under 3 months of age with a temperature above 38°C / 100.4°F
- Infants 3-6 months of age with a temperature above 39°C / 102.2°F
- For all infants and children with a fever above 38°C for more than 5 days.
- Is getting worse or if you are worried
- Has persistent vomiting and/or persistent severe abdominal pain
- Has blood in their poo or wee
- Any limb injury causing reduced movement, persistent pain or head injury causing persistent crying or drowsiness

You need to contact a doctor or nurse today.


Please ring your GP surgery or call NHS 111 - dial 111

The NHS is working for you. However, we recognise during the current coronavirus crisis at peak times, access to a health care professional may be delayed. If symptoms persist for 4 hours or more and you have not been able to speak to either a GP or 111, then take your child to the nearest A&E



GREEN

If none of the above features are present

- You can continue to provide your child care at home. Information is also available on NHS Choices
- Additional **advice** is available to families for coping with crying of well babies 
- Additional **advice** is available for children with complex health needs and disabilities.

Self care

Continue providing your child's care at home. If you are still concerned about your child, call NHS 111 - dial 111