

UPPER DALES HEALTH WATCH

Update from Central Dales Practice 13.04.2020

If a patient has **COVID19** symptoms they should call 111 before contacting a Central Dales surgery.

If a patient is unwell and doesn't have/hasn't had COVID19 symptoms, they should call Central Dales and a GP or the Advanced Nurse Practitioner will call them back. NB please answer a withheld number as it will be a call from one of the surgeries. As far as possible patients concerns will be dealt with over the phone.

Medications will be delivered if a patient is not able to collect them. However there are village volunteers being co-ordinated by the Community Office in Hawes. Patients just need to phone 667400 if they need help with shopping, collecting medication etc. Prescriptions can be collected by self-isolating patients, and will be brought out to the car if the surgery is phoned in advance. Please make sure that the correct money (£9.15 per item) is brought when making a collection. Prescriptions will be signed by the Practice to reduce contact/time in the building.

Ordering repeat prescriptions - as far as possible this should be done via on-line accounts. The Practice will give details over the phone if a patient confirms details of themselves to the member of Practice staff they are speaking to. Patients can ask family/friends to order via email on their behalf.

Emails: hawes.dispensary@nhs.net and aysgarth.dispensary@nhs.net

Central Dales Practice will deal with as much as possible by phone so patients should not worry about contacting them.

The Practice has directly contacted those in the **highest risk category** direct and asked them to shield and given advice. They will continue to be checked on.

Referrals – routine referrals are being cancelled. Anyone who has had their referral cancelled (they will have had a letter), should get back in touch with the Practice when this health emergency is over should their issue not have been resolved, and they will be re-referred. Urgent referrals (suspect cancers etc.) are still being made and accepted.