

STERNDALÉ SURGERY  
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# Sterndale Surgery

ISSUE 16

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## News

- Have your contact details changed? You can update your contact details on our website.

- We have a new phone system coming in the next few months, we hope this will improve our telephone service for patients.

- There will be new signage in the practice to help our patients visiting the practice to adhere to the social distancing guidelines.

- Remember we are here to help, please do not put off seeking medical advice or support from your GP if you need it.

### Opening Times

Mon am 08:30 - 13:00  
Mon pm 14:00 - 18:30  
Tue am 08:30 - 13:00  
Tue pm 14:00 - 18:30  
Wed am 08:30 - 13:00  
Wed pm 14:00 - 18:30  
Thu am 08:30 - 13:00  
Thu pm 14:00 - 18:30  
Fri am 08:30 - 13:00  
Fri pm 14:00 - 18:30

## Covid-19



We would just like to take this opportunity to thank our patients for being so very patient and supportive during these challenging times.

The surgery door will remain closed but we are still open and here to help you. We are still asking patients not to attend the surgery unless invited to do so. Please continue to contact the surgery by phone or via our website.

We are continuing with our morning emergency clinic. If you have a medical emergency please call the surgery between 8:30 - 10:30.

We are doing most appointments by phone, if you do need to be seen the doctor will organise this. We are booking patients that need to be seen spaced out to reduce patient contact with each other.

Please ensure you arrive on time for you're appointment and not too early as patients are being asked to wait outside until the doctor or nurse comes to get you from the door.

Do not come to the surgery if you have symptoms of covid. Please follow the government guidelines book a test and self isolate until you have your results.

For more information about covid-19 please visit <https://www.nhs.uk/conditions/coronavirus-covid-19/>

**Stay Alert - Control the virus - Save Lives**

## eConsult

You can now contact us via our website using eConsult. When you visit our website you will get an option to contact the practice online.

This will allow you to:

- Ask about common problems like, coughs, back pain or mental health.
- Ask about general symptoms like dizziness, tiredness or pain.
- Request sick notes and GP letters, or ask about recent tests.

This is perfect for non urgent queries and will save you a phone call. Please note this is not for prescription requests which still need to be done using our online services.

## Repeat Medication

Just to update you on how to order your repeat medication while lockdown restrictions are still in place.

We are encouraging patients to use our online services. If you have not been set up with log in details, please contact the surgery either by phone or via the website.

If you do not have access to the internet, you can post through the door. Vulnerable and shielded patients can request medication by phone, if they do not have online access.

Requests take 48 hours to process.



[www.sterndalesurgery.co.uk](http://www.sterndalesurgery.co.uk)

## Kids Artwork



Lots of our patients will still have children at home with many not returning to school until September. We would love for your children to send in some artwork for us to display in our waiting area for our staff who have worked incredible hard during this difficult time. You can either post them through the door or you can email to the surgery and we will print. hafccg.sterndalesurgery@nhs.net

We look forward to seeing your pictures.



## 1 million steps

**Take one million steps over three months. Get sponsored for every stride.**

Walk them. Jog them. Dance them. However you choose to move, from 1 July take at least 10,000 steps a day for three months and you'll reach your million.

Also this year, we've introduced our half a million step challenge, perfect for those short on time, or who may find taking 10,000 steps a day harder right now.

And if you're ready for a bigger challenge, why not take on 1.7 million steps instead?

Sterndale staff are signing up to this challenge will you join us?

## Patient Questionnaire

We will be emailing our a link to this years patient questionnaire in the next week.

We would appreciate your feedback in particular with how we have handled the current pandemic.

We will publish the results on the website and by email to our patients.

## Childhood Imms

If your child is due for their childhood immunisations, we would advise you to call to book an appointment with our nurse as we continue to offer these to our patients. We have very few patients coming into the practice (only those booked) and it is very important that you vaccinate your child if they are due. If you are unsure if your child is due for immunisations please call the surgery and we can check your records.

If you child has had vaccinations elsewhere, please send this information by email to the surgery so we can update your child's records.

## Requesting sick notes

We have had an increase in patients contacting the practice for Covid related sick notes.

If you are unable to return to work due to self-isolating you can visit <https://111.nhs.uk/isolation-note/> if your employer requires one. Please note you can self certificate for up to 7 days.

If you are vulnerable or shielded please see the government website for more information on when to request a sick note from your GP.

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/>

You do not need a sick note (med-3) if shielded or vulnerable.

## Smear tests

We are resuming our smear service to patients, if you are due a smear test and have received your letter from NHS England please contact the surgery to book with our nurse.