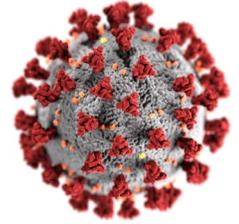


ST LUKE'S PRIMARY CARE CENTRE

CORONAVIRUS (COVID-19) EDITION APRIL 2020



APPOINTMENT UPDATE



We CANNOT offer:

- • Face to face consultations with the doctors
- • Joint injections
- • Coil or contraceptive implants
- • Minor surgery
- • Appointments with the nurses for
 - - Travel vaccinations
 - - NHS Health Checks
 - - Smoking advice
 - - Ear syringing
 - - Ear checks
- - Cervical smears (these will be brought back in as soon as possible)

We CAN offer:

- • Telephone consultations/Video Consultations EVERY day for any issue with the doctors
 - (please be respectful of the pressures on the NHS at present)
- • Pre-bookable telephone consultations to discuss any test results
- • Baby immunisation clinics
- • Blood tests (must be booked through reception to ensure appropriate screening)
- • ECG's where requested by the doctor
- • Swabs where requested by the doctor
- • Dressing or compressions changes
- • Stitch or staple removal
- • 6 week checks for mum and baby over the phone
 - - Examination of baby can take place any time up to 12 weeks post-delivery
 - - Reception will put you on a waiting list for this
- • Telephone consultations with the nurse for
 - - Chronic Disease Management Advice – including asthma inhalers
 - - Blood pressure advice – you must have purchased your own blood pressure machine
 - (these can be from pharmacies or on line)
 - - Oral contraception (the pill)

IF YOU DO NEED TO ATTEND THE SURGERY FOR AN APPOINTMENT PLEASE COME ALONE OR LIMIT THE NUMBER OF PEOPLE ATTENDING WITH YOU

IF YOU ARE UNSURE OF WHAT TO DO OR NEED ADVICE PLEASE TELEPHONE THE SURGERY DO NOT COME IN PERSON

PRESCRIPTIONS

Ordering - DO NOT bring the prescription request to the surgery

- - If you do not have an online account, speak to
- reception over the phone who will set one up for you
- Order your prescription via your online account
- - or POST the request into the surgery
- • **Collection** - DO NOT come to the surgery to collect your prescription
- • Prescriptions must be sent electronically to the pharmacy ready for you to collect the medication.
- PLEASE TELL US WHICH PHARMACY YOU USE
- • Please allow slightly longer than normal to collect your prescription from your pharmacy as they are extremely busy, and many are only allowing a limited number of patients into their stores at any one time.
- Under the current circumstances we will cover the cost of posting any existing prescriptions back to you. Going forward, please include a stamped addressed envelope if you want us to post it back to you

SICK NOTES

If you need a sick note (isolation note) due to self-isolating, you need to use the NHS 111 service. If you need a sick note for any other reason contact us via telephone on the day you need the sick note dated from. DO NOT come to the surgery to collect it. We will post it to you.

CHANGES TO THE BLOOD TAKING UNIT AT NGH

In order to keep patients safe at this time we are redirecting parts of this service to The Three Shires Hospital.

If you require a blood test you will need to contact the hospital to make an appointment on these numbers:

01604 885022 and 01604 885027

Three Shires will offer appointments Monday to Friday during the following times:

Monday -Friday 9am - 12:30pm and 13:30pm - 17:00pm

If you are a patient of our Maternity Unit they will make arrangements for you to have your bloods taken and you do not need to attend the Three Shires.

If your child requires a blood test the Blood Taking Unit † NGH will be open on Mondays from 10am-11am for paediatric patients only.

CONTACT US

St Luke's Primary Care Centre
Timken Way South
Duston
Northampton, NN5 6FR

Tel: 01604 587918 or
01604 751832
Fax: 01604 592781

- Option 2 - Speak to reception
- Option 3 - Results (after 10 am)
- Option 4 - Prescription team
(11am - 5.30pm)
- Option 5 - Secretaries
- Option 6 - Administration team

Website:
www.stlukesprimarycarecentre.co.uk

Connect with us on Facebook



Northamptonshire Community Resilience Service

There is now support line for the most vulnerable people in Northamptonshire during the coronavirus crisis. This helpline is managed by the Customer Service Centre at Northamptonshire County Council. It allows those who cannot leave their homes under current restrictions and those who are self-isolating and have nobody to call upon for help to request support in getting access to food, prescriptions and other vital services that they require. It means that care can be provided to those that really need help. It applies to those with existing health conditions, those who are pregnant or those aged 70 and above.

Each call to the helpline will be triaged so that individuals receive the care and support that is appropriate to their needs. They will co-ordinate requests by area and link them up with local community groups, volunteers and voluntary organisations who have pledged their support.

Those requiring help are asked to call the support line on 0300 126 1000 (option 5).