



Dear Fellow Patients,

We do hope you're managing at this very difficult time. We thought you'd like to know how our wonderful Health Centre, which is under tremendous pressure, is dealing with things.

The practice is currently contacting all housebound patients and those of us with underlying health conditions such as bronchitis, poorly controlled asthma or diabetes, memory difficulties, heart problems and cancer.

During these conversations the practice are advising on how best we can optimise our health and wellbeing, and to offer support where needed. Both the clinical and administrative staff are also calling those who they know have social concerns or are alone and isolated. Most have registered with the Westminster Council mutual aid/connects support service (<https://www.westminstermutualaid.co.uk/request-help>) which will give you help such as shopping, collecting prescriptions and keeping in touch on the telephone.

The current role of practices is to provide the usual assessment, advice and treatments on all primary care medical conditions as well as COVID related matters. The major difference being that everything will be dealt with initially by phone or a video consultation. If after screening it is thought a "face to face" consultation is needed the patient will be invited in. Please do continue to contact the practice if you develop any new or worsening symptoms as you would have previously done

Routine reviews and screening including smears have now been put on hold. Urgent blood tests, childhood immunization and wound care continue as do the anti coagulation clinics.

The Practice needs to be kept as COVID free as it can or the risk will be increased for those who have to attend. There are therefore very organised ways of collecting samples and seeing patients on site.

A donor has very generously enabled the Practice to have some masks and aprons and more are on their way. This will ensure the safety of both staff (who are aware they can pass on the virus as well as pick it up) and patients.

It may also be of interest that Alex Adams, Founding Chair of Action: FGM who also runs a charity raising funds for cancer research at The Royal Marsden, has supported the setting up of a facility at Soho for patients with COVID symptoms who may require a face to face assessment. Referrals to the service are made by the practice following an initial telephone assessment by one of our doctors. <https://www.justgiving.com/crowdfunding/coronavirus-fightback>

From a GP perspective, Dr Safa has led the setting up of the hub which means all practices in our part of Westminster can be deemed COVID free (as much as possible) and as such, remain open. We are deeply grateful to each of them.

Don't hesitate to contact the Practice if you feel you need to. They are still there for all their patients.

Keep well. Keep Safe

The Patient Partnership Group

