



Everyone at Pool Medical Centre would like to thank all our patients for their continued support and patience during this exceptional time as a result of the Covid-19 pandemic.

Although our opening times are as normal we have adapted our working practices to ensure the continued safety of both our patients and staff.

How we have adapted

- All patients requesting a doctors appointment are initially booked in to speak to a GP on the telephone., providing that a GP is the most appropriate clinician to deal with the issue.
- GPs are also able to assess patients via video consultation, when this is necessary and the patient has access to a smart phone.
- We ask that you only ring the bell on the staff side door (which is to the left of the main entrance) when you need to collect paperwork or a signed prescription from us. Please then stand 2 meters away from the gate. **Please make sure you wear a face mask or covering.** For all other queries please phone us as we are unable to deal with anything else at the door.
- If you have a pre booked appointment with a nurse or GP, please wait in the **staff car park** at your appointment time and the nurse will then admit you to building. It is helpful if you have a mobile to give us a ring once you have arrived so we can check you in. **To access the staff car park follow the road around the corner past Knights Pharmacy and the car park is on your immediate left.**
 - Registration forms for new patients can now be downloaded from our website.



Prescriptions

- We ask that paper prescription requests are posted through the letter box in the main entrance door.
- However we strongly advise that patients request their medication **online. Patients no longer need Patient Access to do this.** Visit www.poolmedical.nhs.uk , then click **Repeat Prescription** then **Web Form. This will allow you to request medication by filling out a simple form.**
- We also recommend that you **nominate a pharmacy** so that once any medication is prescribed by a GP, this will automatically go to the pharmacy of your choice. This prevents patients from having to collect paper prescriptions and manually take them to a pharmacy. **To set this up please contact either the medical centre or your chosen pharmacy.** Please note you still have to request your medication first before it is sent to your pharmacy.
- As normal the medical centre requires 2 to 3 working days to process your prescription requests, as all requests, including those for repeat items have to be checked by a GP before prescribing can take place. This does not include the time it may take for a pharmacy to prepare your prescriptions especially during this pressurised time, so please allow for this.



**In the first instance for all queries relating to Covid-19 please consult the NHS 111 website. Please look on the Government website for all the latest guidance. The links to both websites can be found at www.poolmedical.nhs.uk
Call 119 for Covid-19 testing**

Introducing E-Consult

You can now contact your doctors online!

Visit our website to fill out a simple form to get **non-urgent** advice and treatment by the end of the next working day.

- You can 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.
- Get help for your child

Staff Updates

- **Nurses Katriona Collins & Margaret Sheen** have both retired this year. Although we are sad to see them go we wish them a very happy retirement.
- They have been replaced by **Nurse Sally Coombe & Nurse Donna Jones**, who we welcome to the team.
- We welcome **Alex & Kate** to the reception team.
- We are also pleased to Welcome **Dr Fitzgibbon** and **Dr Flood** who joined us in December 2019.

Our Sensory Garden

Due to the current pandemic, our plans for our new sensory garden are currently on hold. However we hope to resume this project as soon as we are able to.

Continue to stay Safe and Healthy

Team Pool Medical Centre

New Website!

Visit our newly launched website www.poolmedical.nhs.uk to: join the practice, order prescriptions, fill out E-consults and request fit/sick notes.

How to get help if you are in isolation

There are a number of local volunteer groups in the area to help with shopping, prescription deliveries, dog walking or even a friendly voice on the phone.

The **Studley Isolation Support Group** has been formed to support all those who are isolated, elderly, vulnerable or in need.

You can contact the **Studley Isolation Support & Volunteer group 2020** Facebook page and send a message at any time to either request help or ask to volunteer.

Or Call **07933 093 248** Monday– Saturday 9am-5pm

*A Very **BIG** Thankyou to...*

Everyone who has kindly donated amongst other things; surgical face-masks, goggles, gloves, face shields, uniform bags, laminating pouches and hand creams to us during this time.

This includes: Studley High School, Hayley Maher, Jaguar Land Rover, Claire Bayliss, Judith Ash, Malcolcm Dyson & Bruno's Bakery.

We really appreciate your kindness at this time.

Useful Contact Numbers:



Pool Medical Centre: 01527 853671

A Few Nearby Pharmacies. This list is not exhaustive:

Knights Pharmacy Studley: 01527 852891

Woodrow Pharmacy: 01527 501143

Matchborough Pharmacy: 01527 501817

Knights Pharmacy Crabbs Cross, Redditch: 01527 402146

Knights Pharmacy, Headless Cross, Redditch: 01527 545194

Tesco Pharmacy: 01527 311051

Hopkins Pharmacy, Alcester: 01789 764874

Citizens Advice Bureau: 0344 855 2322