



# BELLE VALE MEDICAL PRACTICE NEWSLETTER



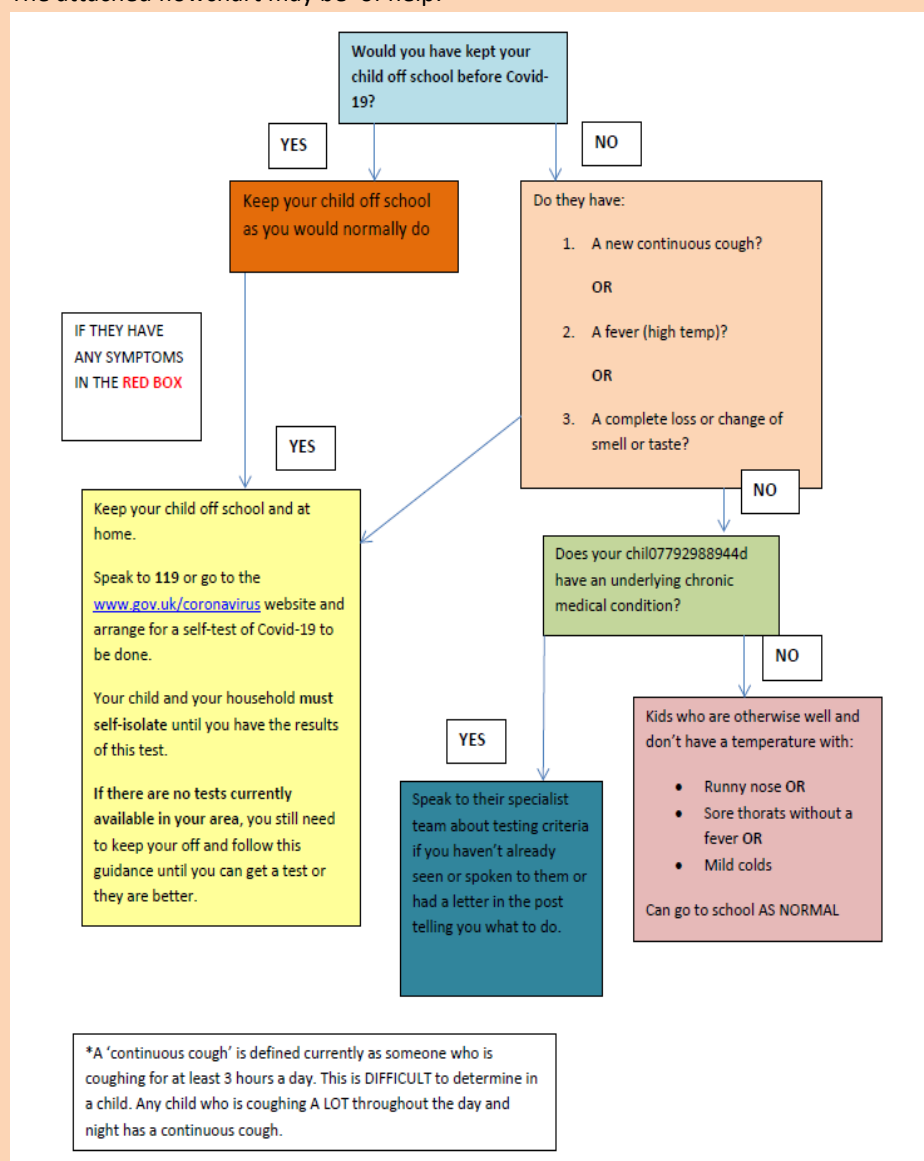
## Staff changes

We said goodbye to Dr Javier Campos, who has moved to live near his family in Spain, and Dr Kiely who has finished his time at Belle Vale. We would like to welcome Dr Elliot Kerins, and Dr Ugo Icheke our two new salaried GPs, and also a warm welcome to Tara Latta our new practice nurse.



## Should I keep my child off school?

Please do not contact us for advice on whether your child should be kept off school. The attached flowchart may be of help:



## How to get help

Despite some reports you may have heard in the press, we are open and seeing patients. However, to keep everyone as safe as possible, we have a triage system. If you need help please phone us, or use an e-consult from our website. The Doctor will call you, and if they feel you need to be seen they will make an appointment for you. Please wear a face covering when you come to the practice, and unless you need help come on your own.

Between July and September we have done 5,559 telephone consultations, 300 face to face GP appointments and over 60 home visits.

## Complaints

If you are unhappy with our service please speak to us and we will do what we can to resolve the matter. However if you are unhappy with the care you have received from a hospital you must contact the relevant hospital department. We can't resolve complaints about other services. You can also contact the Patient advice and liaison services (PALS) on 0151 706 4903.

## Blood tests

If a doctor asks you to have a blood test you currently need to make an appointment for this. Please call 0151 295 3400, option 4 or alternatively visit [www.merseycare.nhs.uk/MyBloodTest](http://www.merseycare.nhs.uk/MyBloodTest) to arrange your appointment online.

### Seasonal flu vaccinations

We have contacted patients aged 65+ to arrange appointments for a seasonal flu vaccine. For patients aged under 65 who have medical conditions, we expect the vaccines to arrive soon. Please contact us to make an appointment.

**Please do NOT come if you do not have an appointment.**

You may be aware the Government announced that everyone aged 50 to 65 will be eligible for a free flu vaccine. However we are waiting for details of when we will be supplied with the vaccines. We will contact affected patients towards the end of the year when we know more.

### COVID-19

A reminder that COVID19 is still out there and is still very serious. There is currently no vaccine. Numbers of infections are increasing in Liverpool. Please wash your hands frequently, keep your distance, wear a mask when out and about and avoid crowds.

The main symptoms of coronavirus are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least 1 of these symptoms.

If you have any of the main symptoms of coronavirus:

- Get a test to check if you have coronavirus as soon as possible.
- Stay at home and do not have visitors until you get your test result – only leave your home to have a test.
- Anyone you live with, and anyone in your support bubble, must also stay at home until you get your result.

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus/>

### Reception desk

Due to the coronavirus outbreak, how you contact us will be different at the moment. This is to limit face-to-face contact whenever possible and help stop the spread of coronavirus.

Please do **NOT** come to the practice unless you have an appointment to see a clinician or we have asked you to come. The **reception desk is closed, if you have been asked to come please press the button above the desk** for the attention of the staff. Otherwise please contact us via phone on 0151 317 8599.



Thank you and please take care.

Reception Team



### Urgent referrals

Sometime your doctor will make an urgent referral called a "2 week rule". This means the patient should get a phone call or appointment from the hospital within 2 weeks. When we make a 2 week referral you are issued a standard letter which mentions the word cancer. The letter DOES NOT MEAN you have cancer, however that is one diagnosis being considered. This is a standard letter. If you hear nothing within 2 weeks please contact our medical secretaries.

### Patient Participation Group

This group of patients works with us to improve our services. The next meeting is on Tuesday 13 October by Zoom. If you'd like to join us email [bellevale.healthcentre@nhs.net](mailto:bellevale.healthcentre@nhs.net) for more details

### Prescription requests

All patients can now email prescription requests to [bellevale.meds@nhs.net](mailto:bellevale.meds@nhs.net). Please still allow 48 hours for your request to be completed.