

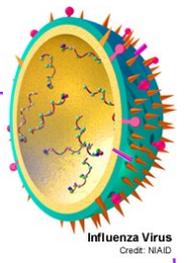


Concord Update

We are still open and here for you and we are continuing to provide services as we have been doing throughout the COVID-19 pandemic. As we start to ease out of lockdown, we are seeing a significant increase in demand and as a result our current call back time is 5—7 working days for non urgent requests. We encourage all patients to send in their own askmyGP messages so that the GP's understand your query in your own words. If you are unable to do this we will of course take your query over the phone. The information you provide in your askmyGP message or give the receptionist will be looked at immediately by a GP – you will then either receive a reply to your message, SMS or telephone call from the doctor to address your query further or arrange a face to face appointment if needed.



Covid19 Vaccination Update



Our practice is currently supporting the delivery of the COVID-19 vaccination programme. This means that at certain times, part of our premises will be used for vaccine clinics and some of our team will be involved in running vaccine clinics. A vaccination programme of this size and scale will still take some time to roll out in full. Please be assured that everyone who needs the vaccine will be offered it. The NHS will be in touch with you when it is your turn to be vaccinated. Please don't call us before you are invited.



We are really proud to say that within 'The Stokes' Primary Care Network or PCN which comprises of four local practices who work together, Bradley Stoke, Coniston, Concord and Stoke Gifford Practices we have successfully administered 26,355 vaccines. This means that 6,916 people have received both their first and second dose and a further 19,439 have received their first dose. A huge thank you to everyone who has helped to achieve this.



HM Government **NHS**

**Join the millions
already vaccinated**

We'll let you know when your
Covid-19 vaccine is ready for you.

EVERY VACCINATION
GIVES US
HOPE

Ordering Repeat Prescriptions

During the Covid19 Pandemic we changed our prescribing process to make it easier for you to obtain your regular medications without needing to contact or attend the Practice - This worked for some, but not for everyone. As we are now returning to normal post pandemic we have reviewed this decision and will be reassessing on a case by case basis whether this is working as it should and if it is not then return you back to our regular prescription process.

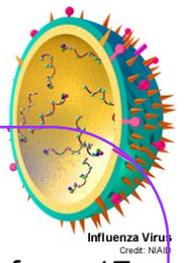
The main change you will see is that you may be asked to return to requesting the medications you need when you need them. To help make this as simple as possible for you we would like to request that you do this using our on- line services such as the NHS app or Patient Access or if you do not have a smartphone or internet access complete a repeat prescription request form available on our website or in Practice and dropping in the Prescriptions letterbox at the Practice. While we are going through this process please allow 1 week for your prescriptions to be available to collect from your chosen Pharmacy.



www.nhs.uk/nhsapp



Covid19 Vaccination Passport



You can access your COVID-19 vaccination status through the free NHS App from 17 May. You can access the app through mobile devices such as a smartphone, tablet or laptop. Proof of your COVID-19 vaccination status will be shown within the NHS App. We recommend that you register with the app before booking international travel.

If you do not have access to smartphone and know that the country you are travelling to requires COVID-19 vaccination status, you can call the NHS helpline on 119 (from 17 May) and ask for a letter to be posted to you. This must be at least 5 days after you've completed your course of the vaccine. The letter should take up to 5 days to reach you. You do not need to contact us about your vaccination status. We cannot provide you letters showing your vaccination status.



Throughout the pandemic Concord Pharmacy has offered a courtesy home delivery service to keep those at greatest risk safe. As the population is increasingly vaccinated and Covid-19 rates drop, this is no longer seen as necessary by the NHS and therefore the financing that has supported us to offer this service has now stopped. Unfortunately we can no longer offer this without charge. If you would still like your medication delivered then we offer this additional service at a small charge of £5 per delivery to help us cover the costs. Deliveries will be Thursdays between 10am and 1pm.

Patient Participation Group (PPG)

A Patient Participation Group (PPG) is generally used to describe a patient group based in a GP practice. It is led by patients but run in partnership with the GP practice to:

- Give views as a patient on how services can be improved and receive feedback on those views
- Help patients to be more informed and responsible for their own health
- Build a positive working relationship with the practice
- Meet other patients and share experiences
- Support the practice to help patients to stay well
- Help to improve communication between practice and patients

Each PPG is unique. It makes decisions on its own structure, priorities and work programme. As it acts as a bridge between patients and the GP practice, it is important that each PPG has a broad base of patient involvement and views. We will try to make our PPG as representative of our practice population as possible, and encourage all patients to get involved.

Does this sound like something you would like to be involved in?

If so, please send your details to our Patient Services Manager

Hannah.harris@nhs.net



Ask my GP

AskmyGP is a system we use to receive appointment requests from patients. It is the easiest and fastest way to contact your GP. We respond within working hours between 8am and 6.30pm Monday to Friday. The aim of this system is to deal with all requests on the day that they are submitted, or if submitted outside of normal working hours, during the next working day, so that you don't have to wait for the help that you need. Please note, during Covid-19 it may take a little longer than normal.



NHS App

Try the new NHS App!

You can now use the NHS App, a simple and secure way to access a range of NHS services on your smartphone, tablet or laptop. You can use the NHS App to show your Covid-19 vaccination status, check your symptoms and get instant advice, or order repeat prescriptions and more.

Patient Access



Patient Access allows you to order repeat medication, book and cancel nurse appointments, access your medical information and update your details.

If you would like to set this up, you can do so via our website. You will need to provide 1 photo ID and 1 address ID



www.concordmedicalcentre.co.uk



Contacting us

The main number is 01454 616767

Our busiest times on the telephone is between 8.00—10.30am, so if possible avoid these times

www.concordmedicalcentre.co.uk

Click on the 'askmyGP' link on our homepage to contact us for medical help and advice. A GP or relevant member of our clinical team will then contact you back.

Monday 8.00am—6.30pm

Tuesday 8.00am—6.30pm

Wednesday 8.00am—6.30pm

Thursday 8.00am—6.30pm

Friday 8.00am—6.30pm

Saturday 8.30am—12.30pm (pre booked only)



You can also use the following direct dial numbers these will save you going through the options:

Prescriptions 01454 205224

Medical Reports 01454 205225

Referrals 01454 205227

