



29 June 2020 – Coronavirus Update

This mini newsletter comes with a big thank you to all our patients for your positive messages of support and help during this extremely challenging time. Our Carnoustie Community has shown a tremendous sense of pulling together – especially towards vulnerable neighbours and our shielding group of patients. Thank you all.

Although we have progressed into phase two of the Scottish Government lockdown restrictions, we still have many unanswered questions and tough times ahead. In order to move forward, we need to continue to work together. It is highly unlikely that life will return to normal for some time, and so we have had to make many changes and adapt to new ways of working for us to meet your health needs.

If you have been in contact with the practice, you may have noticed some of the changes:-

- Telephone triage of all appointment requests in the first instance.
- If a face-to-face appointment is deemed necessary, the GP will allocate a time slot for you to attend the surgery or arrange a home visit. Please note, the clinician will be wearing full protective equipment such as 'scrub' outfits, face mask/visor, gloves and an apron or gown. These are safety precautions to protect both you and them.
- Video Consultations (as convenient as a phone call, with the added value of face-to-face communication).
- Emailing pictures of skin rashes (remember to include your name, address and date of birth for ID purposes).
- Full length reception desk screen.
- Reception desk area barrier for added social distancing and protection.
- Smart new wipe-clean chairs for our waiting area - currently set out using social distancing measures.

As we begin to reintroduce Primary Healthcare routine services again (e.g. long-term condition reviews, diabetic monitoring, cervical screening, family planning etc), our team of GPs, Advanced Nurse Practitioner and Practice Nurses will continue to follow NHS Scotland guidelines and current best practice. This means we are still **unable** to offer routine booked face-to-face GP appointments, however we will arrange to see you if we need to.

Updated COVID-19 Symptoms

You and your household must self-isolate if you have a **fever, new and continuous cough, and/or loss of taste or smell.**

If you have symptoms you can get tested. The Scottish Government have introduced a **'Test and Protect'** service which will help to suppress the virus while the lockdown restrictions are slowly eased.

For more information:-

NHSinform.scot/test-and-protect



Please remember, Carnoustie Medical Group remains open for all non-COVID related issues. Please contact us at the surgery if you have any worrying symptoms such as new lumps and bumps, unexplained bleeding/weight loss or any other concerning medical issues. The doctors and nurses are keen to catch worrisome symptoms early and decide the best course of action whilst keeping you safe from potential coronavirus exposure.

Please also remember...if you have a chronic medical condition that is usually reviewed on a regular basis by our practice nurse team such as diabetes or asthma, and you are experiencing challenges with the management of your condition, please allow us to help by telephoning to discuss further.



COPING WITH STRESS DURING THE COVID-19 OUTBREAK – There has been an understandable increase in anxiety and stress symptoms during this Coronavirus Pandemic. Please be reassured we are here for advice and support whenever needed.

Telephone appointments can be booked with **Penumbra, The Listening Service and/or Cruse** – to book a telephone appointment, please call the surgery and one of our receptionists will arrange this for you. Alternatively, you can speak to your regular GP if you prefer.

Public Holiday Closure **Monday 27th July 2020**

If you require urgent medical attention out with surgery hours, please contact **NHS24 on 111.**

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