

## News from the Quantock Medical Centre

We would like to thank all the volunteers who have come forward to help deliver medications to those patients who are self- isolating and shielding due to the coronavirus, this has been enormously helpful and greatly appreciated.

We would like to also thank patients for their support whilst we have had to change the way we run the Medical Centre. We are trying to reduce rates of cross infection for patients and staff and have had to change the way we do things for the foreseeable future.

We are, and always have been open for business, however we are unable to let patients just walk into the practice now.

### Appointments

We ask that patients call in 01278 732696 for a telephone triage appointment with an appropriate clinician first, they will then be able to help on the phone or may ask you to come in to the practice to be seen.

You can also go to our website (Google search: Quantock Medical Centre or [www.quantockmedicalcentre.gpsurgery.net](http://www.quantockmedicalcentre.gpsurgery.net) where we have an eConsult facility which you can use to contact us and we will get back to you as soon as possible.

When you call in we will ask you a few questions. Please be honest with our team about your symptoms; we will not refuse to see you. Your health is our main concern, but it is helpful to know what we are dealing with.

If you have an appointment with the Nurse or Doctor please do not come to the surgery before your appointment time. You will not get seen any quicker and we would like to reduce the amount of people in the waiting area for your own safety, maintaining social distancing.

If you have a medical condition you might wish to purchase your own Blood Pressure monitor (approx. £25), thermometer (approx. under £5) and or pulse-oximeter (approx. £20) for your own use to have with your first aid box. Your doctor or nurse may ask you for these readings and it would save you regular trips to the Medical Centre if you could do these at home and have the results available for your telephone appointment.

### Medication

Prescriptions can be ordered by phone 01278 733385 Monday to Friday 10am-12 noon or 4-5pm

Or By email : [quantock.mc@nhs.net](mailto:quantock.mc@nhs.net)

You can **collect** your medication: Monday to Friday between 10 am – 12 noon and 4 – 6pm  
We currently have someone to help hand over your medication at the door but will try to change the door system to allow 'one in and one out ' during these hours only, reminding people to maintain social distancing with respect and kindness to one another at all times.

### Testing for COVID-19

If you feel that you do have COVID - 19 symptoms (a high temperature, a new continuous cough, a loss or change to your sense of smell or taste) you can refer yourself for a test via

England: [NHS 111 online coronavirus service](https://111.nhs.uk/covid-19) <https://111.nhs.uk/covid-19>

This is called an antigen test. There is another type of test (antibody test) that checks if you've already had the virus. This test is not available yet.

To Keep up to date with what is happening and the latest news on COVID-19 please use the government website and there is a link to useful information:

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

### **Government food parcel no longer needed?**

How to stop the weekly government food parcels:

If you received an NHS letter and if you have [registered as shielding](#), you may have received a weekly food parcel. This will contain enough food for one adult for one week.

If you want to cancel this, do one of the following:

- refuse the parcel when it is delivered, this will then cancel it and remove you from the government distribution list
- go to GOV.UK [where you registered as shielded](#), go to the question 'Do you have a way of getting essential supplies delivered at the moment?'. You previously answered no to this question, please now reply as yes. You will then be removed from the government distribution list
- call 0800 028 8327 and make sure you have your NHS number (this will be on the top of your NHS letter). This is an automated phone line and you will need to follow the instructions. You will be asked the question 'Do you have a way of getting essential supplies delivered at the moment?'. You previously answered no to this question, please now reply as yes. You will then be removed from the government distribution list

**Please note that deregistering from the food parcels will not cause you to lose your priority status slot for supermarket delivery.**

### **How to donate unwanted food parcels**

Bridgwater Foodbank: Mount Street Day Centre. Mount Street Bridgwater TA6 3ER

Phone: 01278 434636 or 07804 119273

Website: <http://bridgwater.foodbank.org.uk/>

Email: [info@bridgwater.foodbank.org.uk](mailto:info@bridgwater.foodbank.org.uk)

Take care and do contact us if you need medical care, we are open to help you.

Helen Stacey Practice Manager Quantock Medical Centre

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