



Overdale Medical Practice
207, Victoria Avenue
Borrowash
Derby
DE72 3HG
Tel: 01332 280800
www.overdalepractice.com
overdale.reception@nhs.net

Dear patient,

Thank you for your ongoing flexibility throughout this difficult time. We want to assure you that we are still here to support your health needs. However, it is very important that we continue to minimise footfall within the surgery to keep you and our workers safe.

GP appointments:

If you notice a change that isn't normal for you or if you have a symptom that you are worried about please contact us. You will be given telephone advice from the nurse or booked a telephone consultation with a GP. If the GP needs to examine you or arrange tests this will be done in the safest way possible.

Nurse appointments:

Please contact reception if you require a nurse appointment. Some non-essential work is not currently being carried out, for example ear suction and travel vaccinations, and some may be carried out remotely, such as some pill checks. If you need to come in for your appointment we are working hard to ensure that our environment is as safe as possible for you.

Long term conditions:

We are currently prioritising long term condition reviews for patients who are at a higher risk of complications. If you need to have tests these will all be carried out at the same time and the specialist nurse may contact you with the results. There may be people who do not receive an annual review this year, but please do not worry, if you have any new concerns please ring us. You will continue to receive your medication as usual.

Medication

We are currently taking medication requests over the phone. You can also set up online medication ordering over the phone, or via email. There are post boxes at both surgeries if you still wish to drop your prescription request in. Your prescription will be sent to your nominated chemist.

Waiting area

In order to abide by 2m social distancing rules we are only able to accommodate 4 people in the waiting room at any one time. We are staggering our appointments and minimising the number of face to face contacts needed to try to avoid people having to wait for long. We also ask you to attend on your own wherever possible.

At Borrowash there is a tannoy system in place and the receptionist may inform you to wait outside or in your car and at Breaston, where it is easy for people to view the waiting room, we ask for your support by not entering the waiting room if you see the chairs are occupied.

Please only attend the surgery if you have an appointment and when you do so please wear a face covering.

Blood tests

We are still carrying out blood tests within our nurse clinics, however, the hospital have introduced a booking system which means that very few people will be waiting at one time. As their waiting area is far larger than ours we would appreciate your support in using this wherever possible. To book an appointment visit:

www.swiftqueue.co.uk/uhdb.php

Wellbeing support

This is a very challenging time for many people and although healthcare services are operating in different ways we are all still here to support you as best we can.

At the end of this letter there is information about various support services that you can access.

Our social prescriber, Lynne, has been contacting certain groups of patients to ensure that they are able to access shopping, medication etc. If you are struggling to access services because you have to self-isolate, then please ask reception to send her a message and she will ring you back.

Thank you so much for taking the time to read this letter and for your many words of encouragement throughout this difficult time. Please be assured that we are taking all the steps we can to keep you safe and healthy.

Yours sincerely,

Everyone at Overdale Medical Practice

Mental health support and counselling

NHS counselling services for anxiety, depression, phobias and panic

Talking Mental Health Derbyshire Tel: 0300 123 0542 Web: www.derbyshcft.nhs.uk/tmhd	Insight Healthcare Tel: 0300 555 5582 www.insighthealthcare.org
Trent PTS Tel: 01332 265 659 www.trentpts.co.uk	Let's Talk Wellbeing Tel: 0115 956 0888 www.nottinghamshirehealthcare.nhs.uk/our-services/local-services/lets-talk-wellbeing

Other useful contacts

Out of hours services – for medical advice when we are closed	111
Derbyshire Mental Health Support – for additional support during the pandemic	0300 790 0596
The Samaritans	116123 jo@samaritans.org Self-help app also available
Rethink mental illness	https://www.rethink.org 01773 734989 Text 07537410028 Up to date information about support groups and advice lines
SANE – mental health charity	www.sane.org.uk 0300 304 7000
Derby City Care Line Out of office hours	01332 786968 Emergency social work service
CRUSE bereavement support charity	www.cruse.org.uk 01332 332 098
CALM – support for men	0800 58 58 58 www.thecalmzone.net
Papyrus: National charity dedicated to the prevention of suicide	www.papyrus-uk.org 0800 068 4141, 07786209697 or email pat@papyrus-uk.org
Derby Women's centre Support services for women in Derbyshire for mental health, domestic violence support and advice services	www.derbyshirewomenscentre.org.uk 01332 341633
NAPAC supporting survivors of childhood abuse	www.napac.org.uk 0808 801 0331

Useful apps and websites

Mood Juice – www.moodjuice.scot.nhs.uk – this is a Scottish NHS website with lots of information and advice leaflets

Mood Gym – <http://moodgym.anu.edu.au> – interactive self help book which helps you to learn and practise skills to prevent and manage depression and anxiety

Head Space – app and website www.headspace.com – learn to meditate and live mindfully

Stay alive app – Grassroots suicide prevention - Resource packed full of useful information and resources to help you stay safe in a crisis

Additional support around wellbeing – <https://joinedupcarederbyshire.co.uk/public-info-covid-19/your-wellbeing-during-pandemic>

Self isolation pack -

<https://www.swadesign.co.uk/cloud/users/1360917991/Psychology%20Wellbeing%20Pack.pdf>

Hub of hope app – national mental health database

Calm harm – www.calmharm.co.uk – app to help support people who have urges to self harm

First steps – www.firststepsed.co.uk – for people with an eating disorder

No panic – www.nopanic.org.uk – Support for people who suffer from panic attacks, phobias, OCD and other related anxiety disorders

Text SHOUT – If you are experiencing a mental health crisis and need support, you can text SHOUT to 85258

Safeline – www.safeline.org.uk – for men suffering with mental health problems

Head High and Night Bus – www.headhigh.org.uk – Derby based out of hours mental health support