

# June Newsletter

## Claremont Bank Surgery



HM Government



### We can help control the virus if we all **STAY ALERT**

-  Stay at home as much as possible
-  Keep your distance if you go out (2 metres apart where possible)
-  Work from home if you can
-  Wash your hands regularly
-  Limit contact with other people



And if you or anyone in your household has symptoms, you all need to self-isolate.

**STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES**

## E-Consult

E-Consult is free to use for NHS patients. Use E-Consult to ask your GP surgery about your health symptoms, conditions or treatment. You can even request things like sick notes and GP letters.

- Find your symptom, condition or request.
- Fill out a quick form.
- Your practice responds by phone or email, usually by the end of the next working day.

To fill in an E-Consult form go to our website:

[www.claremontbanksurgery.co.uk](http://www.claremontbanksurgery.co.uk)

e consult



Get help fast from your own  
NHS GP practice

## Ordering prescriptions

There are now more ways of ordering your repeat prescription.

**POD:** You can phone the prescription ordering direct number which is 033 33 583 509. They are open Monday-Friday, 8am-5pm. Due to COVID-19 they are experiencing a high volume of calls. Alternatively you could email them your request on [Shropshire.pod@nhs.net](mailto:Shropshire.pod@nhs.net). Make sure you include your name, date of birth, surgery and the name of each medication you would like to order.

**PATIENT ACCESS:** Online access allows you to order repeat prescriptions. To register for online access go to our website which is [www.claremontbanksurgery.co.uk](http://www.claremontbanksurgery.co.uk). Then click on new patients, registration during COVID-19, and then select the online access form. You can email this form to our email which is [claremontbank.admin@nhs.net](mailto:claremontbank.admin@nhs.net). After this we will send you a code. You can then create an account on Patient Access and link with the surgery using the code.

**POST:** You can still post your prescriptions to us or you can put them in the red post box outside the surgery.



**NHS**  
Shropshire  
Clinical Commissioning Group

From phoning Prescription Ordering Direct (POD), please allow 4 working days before collecting your medication.

**NHS**  
Prescription  
Ordering Direct (POD)  
A new and convenient way to order your repeat prescription for patients:

Call NHS Prescription Ordering Direct (POD) on  
033 33 583 509 (local rate)  
between 9am to 5pm Mon-Fri (closed on Bank  
Holidays)

If you normally pick up your prescriptions from the surgery, please phone the surgery and ask to select a nominated pharmacy. This means you can choose a pharmacy for your prescriptions to be sent directly to.

If you need a pharmacy to deliver your prescription please phone the pharmacy directly to see if delivery is available.

We do not take prescription requests over the phone at the surgery. This frees up the phone lines for urgent calls. However if you have a query regarding your prescription please do not hesitate to call us.

## Staying safe in the sun

As the weather warms up it is important to protect yourself and your children in the sun. Here are some top tips to keep safe.

Make sure you:

- spend time in the shade between 11am and 3pm
- make sure you never burn
- cover up with suitable clothing and sunglasses
- take extra care with children
- use at least factor 30 sunscreen

When buying sunscreen, the label should have:

- a sun protection factor (SPF) of at least 30 to protect against UVB
- at least 4-star UVA protection

If you plan to be out in the sun long enough to risk burning, sunscreen needs to be applied twice:

- 30 minutes before going out
- just before going out

Sunscreen should be reapplied straight after you have been in water, even if it's "water resistant", and after towel drying, sweating or when it may have rubbed off.

Children aged under 6 months should be kept out of direct strong sunlight.

Children should:

- cover up with suitable clothing
- spend time in the shade, particularly from 11am to 3pm
- wear at least SPF30 sunscreen