

Newsletter for Patients

May 2020

Thank you!

Firstly, all of the doctors, nurses, administrative and managerial staff at Bovey Tracey and Chudleigh Practice would like to thank all of our patients for their patience, respect and well wishes over the last few weeks. As with everyone else in their day to day lives, we have had to make significant changes at the practice, especially to the ways in which we are managing and treating our patients during the corona virus pandemic.

Our patients have been understanding, flexible and respectful. Thank you for this, it has made a challenging situation a lot more manageable.

NHS emergency services are available as usual for anyone needing them

The NHS has been worried that in the midst of this pandemic some people might well be reluctant to ask for help even when they really need it. Please be reassured that if you have an injury, an occurrence of very worrying or distressing symptoms, or if you think you or a loved one is having heart attack or stroke, or any other life-threatening event, the NHS will be there for you as usual.

If you're worried about being exposed to corona virus if you need emergency treatment, be assured that ambulance crews and paramedics are making great efforts to minimise any risk of your catching the virus while you're in their care. The same applies in A&E departments, where everyone will be doing their best to minimise any risk of your catching the virus there.

If you have an urgent need for help, you should contact the NHS via the **111** service, or if you need *immediate* local assistance from paramedics and the ambulance service, phone **999**.

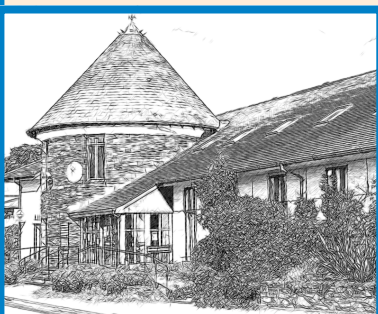
Our doctors and nurses are still here for you

During the early weeks of the pandemic, we put in a huge amount of time, effort and work in order to almost completely change the way in which we manage our patients. We had to do this in order to accommodate an increased workload from corona virus while still carrying on with all our usual work with our patients.

We apologise that the atmosphere within the practice was a little frantic during the early days of the pandemic. However, due to the sterling work of our local communities where nearly everyone has been sticking to the government's social distancing guidelines, the South West finds itself with the lowest number both of coronavirus cases and deaths by area in England. That's something we should all be proud of.

Our worry now is that there are patients of ours at home, who need to be assessed and treated by a member of our team, but who do not want to bother us, or they think that we are too busy, or they don't feel it would be safe for them to come to the practice, so they are not getting in touch.

This topic is covered on the next page in much more detail and we can reassure all of our patients that if they need NHS care, they will get it at their time of need.



Riverside Surgery
Bovey Tracey
01626 832666

Tower House Surgery
Chudleigh
01626 852379



How are we keeping you safe?

We have put a lot of thought into creating enough clinical capacity for us to be able to do all the things we normally do, but just in a different way, so as to ensure we are doing everything safely during this difficult time.

We are of course still following government guidelines, and are avoiding any unnecessary face-to-face contact with patients for both your safety and ours. Our clinical team is able to deal with the majority of issues via initial telephone consultation, video consultation or online via eConsult.

If for any reason we ask you to come to the practice, be assured that we have spent a lot of time putting systems in place to ensure that you can do so safely.

Most of us are working at Riverside

Due to some ongoing staff shortages, and in order to allow us to properly and safely segregate patients who might have corona virus from those who haven't, the majority of our clinical and admin team are now working from our Bovey Tracey practice, Riverside Surgery.

All of our patients will fall into one of three categories at present. Should we need to see you face-to-face, this is where you will be seen:

Extremely Vulnerable/'Shielded' Patients

This is the small group of our patients who will have had a letter from the government, the practice or another NHS organisation informing them that they are to self-isolate at home for the next 12 weeks and possibly beyond.

We will of course make every effort to avoid having to ask you to attend the surgery, but should we need to, you will be asked to come to Riverside Surgery, where you will be requested to wait in your car, until we can bring you into the building through an entrance not used by any other patients.

You will be seen in a room not used for any purpose other than seeing patients in this category.

'Hot' patients—having confirmed/suspected corona virus (or relevant symptoms)

This is how we are referring to patients who have confirmed coronavirus or have symptoms that make us suspect they could have the virus. If you fall into this

group of patients and we are not able to manage your issue remotely, you will be asked to attend our Chudleigh site, Towerhouse Surgery between 2pm and 6pm. The GP who asks you to attend will give you details of how we will make your visit as safe as possible.

After seeing patients suspected of having corona virus, the Chudleigh practice is deep cleaned at the end of every day, in line with Public Health England guidelines, so that it is clean ready for the following morning.

'Cold' patients—without symptoms of corona virus

This is essentially, everyone else. We will make every effort to manage your treatment without seeing you at the surgery, but should you need to be asked to attend the practice, this could be at either site but you will **never** be brought into the building through or treated in an area that is used by our 'Hot' or 'Shielded' patients.

For **all** visits face-to-face (we should perhaps say 'face-to-mask'), our clinician will be wearing full personal protective equipment (PPE) for your safety as well as theirs.

Please do not be alarmed by their rather forbidding appearance, which most patients will already be familiar with after seeing TV broadcasts from hospitals and intensive care units.

Closed Door Policy

Unless you are invited into the surgery by one of our clinicians for an appointment, we are operating a closed door policy at both of our practices. If you have any queries, please contact us via phone, email or eConsult.

eConsult

Further details of eConsult are available on www.towerhousesurgery.co.uk

Latest information on corona virus

If you're think you have symptoms of corona virus, please visit <https://111.nhs.uk/> for help. If you haven't got internet access, you should phone 111.

Information about corona virus is also available through our website

www.towerhousesurgery.co.uk

Local services: help and advice

There is much useful information on **Teignbridge District Council's** webpage

<https://www.teignbridge.gov.uk/coronavirus-covid-19/>

Newton Abbot Community Transport Association

The office is closed but there's a small number of drivers providing transport to hospital and essential shopping and they are still providing daily living aids in conjunction with DCC/NHS.

HITS Foodbank: <https://hitsfoodbank.org/contact-us/>

Email: info@hitsfoodbank.org

Tel: 01626 906371

HITS need volunteers, especially evening drivers

THAT Foodbank

<https://www.thatfoodbank.com/>

Email: thatfoodbank@gmail.com

Tel: 01626 437310

(**THAT** need more volunteers and donations)

CAB – Citizens Advice Bureau

Website: <https://citizensadviceteignbridge.org.uk/>

Tel: 03444 111 444

Whatsapp: 01626 335775

Contact: <https://form.jotform.com/70543696250963>

Local information for shielded patients and key workers

If you are self-isolating because of your vulnerability and need volunteer support for shopping, medication delivery or a chat because you're feeling lonely, please let us know. You can call the surgery or send an email to nwsocial.prescriber@nhs.net and we'll ask our Social Prescribing Link Worker to get in touch.

If patients wish to get in direct touch with local volunteers, here are two local groups:

Bovey Parish COVID Action Group—07340 189 839

Chudleigh Town Action Group—01626 853140 or email clerk@chudleigh-tc.gov.uk

Supermarkets: special opening hours

Arrangements for key workers and vulnerable shoppers; item restrictions (compiled 21.04.2020)

We have compiled the following details mainly from websites. Please bear in mind that any of the details we give here could have changed since we did the research and you might have to do a bit of checking for yourself.

Aldi—Mon-Sat: closing at 8pm

Asda—Reduced opening hours in 24-hour stores, now 8am-8pm.

NHS/keyworkers: Mon, Wed, Fri from 8am-9am. Three of any item per customer; two antibacterial hand gels per person.

Co-op—Most stores open 7am-8pm, Mon-Sat. 'NHS/keyworkers Mon-Sat 8am-9am; Sun 10am-11am; some items, two only.

Iceland—NHS/keyworkers: final hour of trading Mon-Sat, first hour of trading Mon-Sat; some items restricted, including antibacterial soaps and wipes.

Lidl—Varies by store. Check Lidl's store locator. Restricted to four of some items, including household essentials.

Marks & Spencer—First hour of trading on Tue and Fri for NHS/keyworkers; first hour of trading for older shoppers (70+) Mon and Thu. Two items per customer on frozen food, home products, groceries and eggs

Morrisons—Mon-Sat 8am-8pm; Sun no change; NHS/keyworkers shopping Mon-Sat 7am-8am. Three of any one item per customer.

Sainsbury's—Mon-Sat 7.30am-8pm; no changes on Sundays. NHS/keyworkers, Mon-Sat 7.30am-8am; older shoppers, Mon, Wed, Fri 8am-9am; Three of any one item per customer except some high-demand products, where you'll be limited to two

Co-op—Most stores open 7am-8pm Mon-Sat; NHS/keyworkers, Mon-Sat 8am-9am, Sun 10am-11am. Restricted to two of some items.

More information

Updates on the above information can be found at: <https://www.which.co.uk/news/2020/03/supermarkets-ration-essential-items-to-prevent-coronavirus-stockpiling/>

Food deliveries to your home

Dartmoor Community Kitchen Hub

This is a not-for-profit company, with a local team passionate about healthy eating and supporting the elderly and vulnerable residents in our communities.

They run a hot meals service across the Dartmoor region that is helping the vulnerable and elderly to live independently in their own homes, keeping them nourished and hydrated while providing much-needed checks of well-being and safety. It's much more than just a meal!

You can register for their meals-on-wheels service on: <https://communitykitchenhub.org.uk/hot-meal-service#register>

Their range of delicious and freshly prepared ready-meals offer great convenience, affordability and taste. From only £4.50 for a freshly cooked main course, and £2.25 for a dessert, they have a range of over 48 meals along with side dishes, soups and a whole lot more. Meals are easy to heat with no waste. They can deliver to your door. Good food made easy!

Full details and a downloadable menu from: <https://communitykitchenhub.org.uk>
Email: communitykitchenhub@gmail.com
Tel: 01626 836899

Dartmoor Kitchen Hub is very grateful for everyone who donates to support their vital local service to provide hot nutritious meals to vulnerable residents who often live on their own and might have very little income, or cannot cook for themselves.

If you're interested in ordering meals from the Hub and would also consider making a donation, visit <https://communitykitchenhub.org.uk/donate-your-dinner>

Total Produce Devon (Heathfield)

Tel: 01626 832848

Ullacombe Farm Shop

Tel: 01364 661341

ullacombeonline@gmail.com

R D Johns

No delivery charge but they are implementing a minimum order value of £50.00.

<https://www.rdjohns.co.uk/>

Tel: 01626 368800

Order by 7pm for next day delivery, from Land's End to Bristol and East to Swanage (deliveries Tuesday to Saturday). Card payments required before delivery.

Bakers the Butchers

10% discount on meat purchases for NHS staff (need to show NHS card)

Order by email: info@bakersthebutchers.co.uk or telephone 01626 331602

J&R Food Service

Tel: 01392 445510

Caterfood (South West) Ltd

Maple House, Paignton TQ4 7QN

£5 minimum order and they will deliver anywhere as far as Dorset

Tel: 01803 664422

Hamilton's Fish (Brimley)

Tel: 0333 050 2385

www.hamiltonsfish.co.uk

Thomas's Bakery

Tel: 01626 834463

Gillett Spar

Tel: 01626 835461

Total Produce Devon

They do fruit, veg and salad, milk, and local bread.

To order, just give them a call.

Email: devonsales@totalproduce.com

Tel: 01626 832848 for enquiries and orders

Brochure online: <https://www.totalproducelocal.co.uk>

Continued on next page

Food deliveries to your home, continued from page 3

Devon Fresh

Tel 01803 617969 Email: devon.fresh@fhmann.co.uk
delivers fresh produce free of charge, subject to a minimum order value of £10.00 per delivery

Knighton Stores

Tel: 01626 853023

Dart Fresh

Order online: <https://www.dartfreshproduce.co.uk/>
Tel: 01392 873 036
Email: sales@dartfreshproduce.co.uk

Beardon Dexters (Butcher)

Tel: 07590 758577
Email: beardonfarm@gmail.com

Veg in a Box

Free delivery with orders over £25 <https://veg-inabox.com/delivery>.
Also meat, dairy, bread.
Tel: 01392 877189 or 07951 786653

Newton Abbot Covid-19 Mutual Aid

Food Parcels: Single pack £20; Double pack £40 (double quantity of produce). If you are in financial difficulties, they will help. Free delivery.
Orders must be placed by 6pm on a Monday
To place an order ring 07954 054459 or 01636 682369
Deliveries will be on Wednesday from about 2pm
Payment on delivery to be left on the doorstep:
Cash: (the right amount please if possible)
Cheques: made payable to SW/008500 Plymouth Community Branch.
Or you can pay via Bacs transfer to the account at Unity Trust Bank
Account: Sw /008500 Plymouth Community Branch
Sort code: 608301
account number: 20396480

Fermoy's

You can order from the garden centre and the deli and farm shop. Free delivery in the TQ12 area and a reduced delivery in other areas if you spend over £30.
Email: Peter.Burks@fermoys.co.uk
Tel: 01803 813504

Born n Bread

Tel: 07787 503983
Bread, milk and eggs only – orders over the phone, they will take cash left in an envelope, they will deliver if they can, otherwise they will be in the shop for pick-up between 9am and 10am. Orders need to be in before 3pm for the next day. Note: no bread on Sat and Sun.
Email: bornnbread4b@gmail.com
<https://bornnbread.co.uk/>

White's Greengrocers

Email: ajwhitesfoods@gmail.com

Wildmoor Deli

Tel: 01626 832253
Email: jeremy@wildmoor-deli.co.uk

Dartmoor Farmers

Only sell beef. Payment over the phone; deliveries.
Tel: 07495 685724
Email: info@dartmoorfarmers.co.uk

Michael Howard Butchers (Moretonhampstead)

Tel: 01647 440267

Posh Paws (Pet food)

Tel: 01626 834985

Passion for Pie

Minimum 8 pies, posted to you for a postal charge of £5.95. Home deliveries: cold pies for local areas. Minimum 4 pies for FREE delivery or £2 for delivery if under that quantity. They also provide a hot meal service of pie, mash, peas and gravy.

<https://passionforpie.co.uk/>

Call mobile 07495 787779 to order and pay over phone
Telephone: 01626 360227

Riviera Foods

This Newton Abbot based food wholesalers will deliver a catering size isolation pack of frozen or chilled food to private addresses for £67 or £40, with free delivery. You can order by phone, payment by bank card, BACS or cash left in an envelope on the door step. Delivery days are Tuesday, Thursday and Saturday. Please telephone your order before 4.00pm. Products are FROZEN except bacon and cheese.

Tel: 01626 205203

Email: slarkin@rivierafoodservice.co.uk
<http://rivierafoodservice.co.uk/?fbclid=IwAR1Geo7AJ3Qf2eze9fz7ZMvHpooxq9F4SZLNCQ1jfKx2cO0Kcac2W4NmHA>

Takeaways/Delivery of Meals/Other help

Bovey Home News (newspapers)

Tel: 01626 824524

The Plot Catering Company

Delivering meals free, with a go-fund-me page for people who can afford to donate.

Tel. 07717 209509

Email: info@theplotcatering.co.uk

M J Baker

Click and collect only.

Tel: 01626 833666

Email: sales@mjbakerfoodservice.co.uk

The Pizza Café

Their drivers are armed with sanitiser and will drop your delivery off in a specified place while keeping a 2m distance. Just let them know on the phone when ordering or select 'contact free delivery' when ordering online. They now deliver from 11am till 9pm

Order online via their website www.thepizzacafe.co.uk
Tel: 01626 355102 or 01626 201153

Court Farm Inn, Abbotskerswell

They are now offering a takeaway and delivery menu, available 12pm-3pm and 5pm-8pm. Phone them to order or you can order and pay online

Tel: 01626 361866

<https://courtfarminn.com/>

The Linny, Coffinswell

Limited takeaway service.

Order on 01803 873192

£3 delivery up to 5 miles. Thurs-Sun evenings plus Sat and Sun lunchtimes. Best to book a delivery in advance.

<http://www.thelinny.co.uk/>

TQ12 Taxis

Pick-up and delivery of prescriptions, shopping or a takeaway from a restaurant.

This can be prepaid by card, or you can pay cash to the driver. If you are a local shop or takeaway and would like things delivered please let them know.

Tel: 01626 355555