

THE WILSON PRACTICE

Patient update 22 May 2020

The practice will be closed on Monday 25 May for the late Spring Bank Holiday.

NHS England and North Hampshire Clinical Commissioning Group have reviewed the latest Coronavirus and related healthcare demand statistics and determined that general practices are not expected to be open for the upcoming Bank Holiday.

The usual 'out of hours' arrangements that are accessed via NHS 111 will be in place from 6:30pm on Friday 22 May.

Boots, in Alton High Street, is the closest pharmacy open on Bank Holiday Monday (from 10am – 4pm). Pharmacies in superstores in Basingstoke, Farnham and Winchester are also generally open. A more comprehensive list is available on our website.

Video consultations and use of photographs with telephone consultations

During the pandemic we have worked to minimise footfall in the practice to keep patients and staff safe. The use of video consultations and the ability of patients to send pictures of, for example, a rash or a swollen ankle, when discussing a problem on the phone has really helped with this. There are however important considerations around these new ways of working and we would like to reassure patients that:

- video consultations are not recorded or stored on the patient's clinical record
- we cannot accept photographs in all situations; this is matter for discussion with the GP or nurse
- photographs sent to the practice will be stored on the patient's clinical record

Mental health awareness week

It has been Mental Health Awareness week this week and our attention has been drawn to a number of resources that young people and parents may find useful:

Think Ninja is a free app for young people to help boost mood, deal with negative thoughts, cope with difficult feelings and reach personal goals. It has 24/7 support from WiseNinja, a personal coach. Check it out at: www.healios.org.uk/services/thinkninja1

Hampshire Child and Adolescent Mental Health team's website:

<https://hampshirecamhs.nhs.uk/help/young-people/coronavirus-help-support-and-advice/>

is also crammed with Top Tips, particularly for coping during the pandemic and with the uncertainty surrounding education. It has loads of useful links – some specific for younger people and others, such as those focussed on sleep, for people of all ages.

We wish all our patients a peaceful and safe long weekend. **We will be back taking eConsults and telephone calls** to arrange patient care from **8:00am on Tuesday 26 May**.