

The Grapevine June 2020

the newsletter of Vine House Health Centre for patients and their families

Thank you so much

We would just like to say a huge thank you to all our patients who have sent such lovely messages of support during this difficult time.

We would especially like to thank DEMAND (a charity in Abbots Langley who support people with disabilities) and Tring School for making and donating face visors for GPs and staff to wear. These have been vital to enable us to treat patients who really need to come into the surgery.

Massive thanks to the pharmacists in the village who have gone above and beyond to cope with the huge demands for prescriptions that we churned out in the early weeks of the pandemic. We are extremely grateful for your help and support.

Thanks also to Simmons bakery who are providing us with free daily coffees and to the patient who organised a Domino pizza delivery (with cookies and chocolate ice cream)!



This new service went live on 1st June and you can access it via our website: www.vinehouse.org

The benefits of Online Consult:

- Access to a wealth of up to date clinically approved medical information
- Tailored online forms will take you through steps regarding diagnosis and treatment for ailments
- Healthcare at your fingertips – giving access to help 24/7 from you mobile or laptop.
- Save time - no need to wait on the phone lines – you can just send us a message.

How does it work – it's simple just follow these steps:

1. Visit our website and click on the Online Consult link from the homepage at a convenient time
2. Fill in a simple online form with your symptoms and read through the relevant articles, information and treatment guidance tailored to your results.

3. Once you've read the advice, if you still need help, submit the details and we'll review your form.
4. We'll advise if we think you need to contact elsewhere (999, NHS 111 or your pharmacy) based on your symptoms.

Many of you are signed up for Patient Access and will find it easier to use this portal to access the form which will self-populate, saving you precious time. Click on the link also on the homepage of our website. Once signed into Patient Access, please click on the tab "Health Advice" and this will generate the form.



Online health advice tailored to you
Ask your surgery team about Patient Access

[Learn More](#)

Telephone automated Booking Service

Please note, due to the new Online Consult service, the automated booking system via the telephone has now ceased.

Access into the Surgery

As you may be aware, access into the surgery is strictly on an appointment basis only. On arrival you will need to ring the door bell and one of our receptionists will come and speak to you through the door. You will be asked some specific questions re Covid symptoms and if you do not have symptoms your temperature will then be checked. If all proves OK you will be invited into the waiting room.

The front door is otherwise kept locked. It is not possible to discuss any queries such as forms/ letters/prescriptions through the door as each time our receptionists have to attend the door they have to don PPE. Should they then need to investigate your query they would have to remove PPE before entering the back offices, then don PPE before returning to the door. Therefore please telephone the surgery on 01923 262363 or email confidential.vinehouse@nhs.net Many thanks.

Photographs

During telephone consultations if the GP asks you to email a photograph of your problem could you please ensure the photograph is a close up of the area involved and is sent "small" (ie under 1Meg). Please note: all photographs are saved securely onto your medical record.

AccuRx video consultations

The Practice is using AccuRx to carry out video consultations. The consultation is not stored or recorded within the AccuRx system. The clinical staff member is required to record observations and outcomes of the consultation directly into patient records in the same way as a face to face consultation.