



## **Covid-19 The second wave**

As you are aware the Prime Minister, Boris Johnson has ordered a second lockdown as of Thursday (5th November).

This lockdown is slightly different from the first. Shielding is not being enforced and schools/education establishments are still operating. Everyone pulled together amazingly well last time, the support for vulnerable and isolated folk was a great reflection on us all. On behalf of everyone, we thank you.

### **Q: What's the local situation?**

The situation locally is that whilst we are a bit behind the hot spots in the North-West and East, case numbers are rising quickly especially in Cambridge. As of 2<sup>nd</sup> November Addenbrooke's reports 11 Covid positive inpatients (3 on intensive care and 8 on the general wards). Whilst that is still a way off the numbers in the peak of the first wave, there were no inpatients at all until a few weeks ago. Certainly with the acceleration in the number of cases in the community, there is likely to be a significant increase in the numbers of inpatients before the effects of lockdown kicks in.

We have had a couple of cases within Burwell Surgery's catchment area, including people who were tested positive in Addenbrooke's having been admitted with seemingly unrelated systems, so please be careful and follow guidelines set out by the Government.

### **Q: Is Burwell Surgery open for business as usual?**

We are still operating a full service and are currently continuing the model that we have used for a number of months now of triaging all calls via askmyGP and seeing face-to-face patients after triage with appropriate precautions. This will be kept under review depending on how this wave develops. However, I think that it is less likely that we will stop doing any routine services as we are aware that the impact of this is compounded by effects from the first wave.

### **Q: How can you help us?**

- Put as much detail into the information on askmyGP as possible.
- Attach photos if you think it will help us (eg. with skin lesions or rashes).
- If you have a preferred GP or someone who has seen you about a problem please do feel free to request them. If the GP is not on the 'available' list for that day – would you prefer to wait for them or have someone else deal with your issue that day?
- Generally our preferred model is to try to address the issue that concerns you on the same day as you contacting us. This allows us to plan our staffing more effectively to meet demand. So it is best to contact us on the day you would like us to do something for you.
- I have been seeing a lot of mental health related issues recently. It is tough times for many of us at the moment. It is often better to do these consultations via video link – as using masks in the surgery makes face-to-face consultations more challenging. Please ensure that the askmyGP App can access your camera and microphone.

**Q: What can I do if I do not have access to the internet?**

We will ensure that you are not disadvantaged if you choose to telephone us in the conventional way – it should be easier to get through as approximately 80-90% of our patient interactions are now via askmyGP.

Our Receptionist will log your concerns via askmyGP for you.

**Q: Is Secondary Care open for business as usual?**

There are considerable delays accessing any ‘non-cancer’ services in Secondary Care as a result of the impact of the first wave. We are very familiar with local referral pathways and will do our best to get whatever service that we can for you. I think that it is less likely that there will be further suspensions of services. However, further delays are possible (it is already for example taking up to 6 months to get a routine ultrasound scan at Newmarket).

**Q: Anything else we need to know about?**

Some of you may have been affected by the recent non-Covid related suspension of blood tests being taken at Newmarket Hospital. Suffolk Hospitals use Roche (Drug Company) to supply their consumables and because of a break in one of their supply chains, there was a shortage in some of their sample bottles. We have therefore been directing people to a new ‘drive-through’ service run by Addenbrookes’s at the Newmarket Road Park ‘n’ Ride (near Marshall’s Airport) which has been operating efficiently. Newmarket Hospital is now up and running again, they are experiencing capacity issues (having been suspended for just under a month). Please check with our Receptionist when collecting your blood request form whether you should use the Park ‘n’ Ride service or Newmarket Hospital.

**Flu jabs!** We are putting on clinics and arranging appointments as soon as we receive supplies of vaccines. Following government guidance we have concentrated on the 65 plus years and at risk groups. Please do bear with us and keep trying if we have not been able to give you an appointment for your vaccination.

We are waiting on national guidance on vaccinating 50-64 year group. This will depend on the national supply. Please check our website and Facebook page for updates.

Wishing you all best wishes during these difficult times, from all those working at Burwell Surgery.

Dr Alex Manning, Partner  
Burwell Surgery

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