

Quote of the Month: "Health is like money; we never have a true idea of its value until we lose it" Josh Billings



Relaxing the Lockdown

It's been a tough three months and that "control the virus" message is still critical. But as the lockdown starts to ease we, as patients, need to fully understand the "new normal" of what we can expect from our Surgery.

The Surgery Post Lockdown



The Surgery has been significantly impacted by Covid-19 (both in terms of the impact on staff and the impact on patients) but, at the same time, it is emerging from it in a very robust way. We should be reassured by the fact that the Surgery has been very agile in the way that it managed the Covid-19 pandemic and is now adapting rapidly as the number of new infections is dropping. The Maltings is fast becoming a role model for other surgeries.

As the lockdown eases the services that the Surgery provides will be directly linked to the Covid-19 alert level, and this will be fully explained and updated on the web site (<https://www.maltingssurgery.co.uk/>)

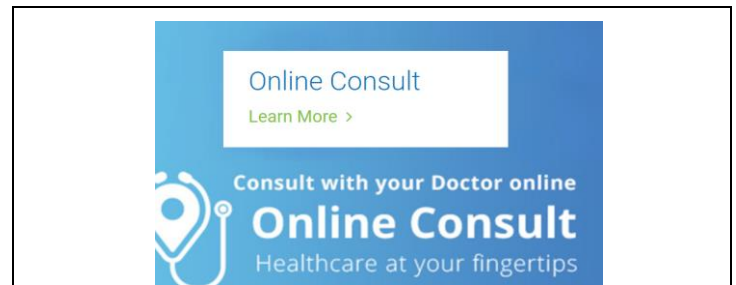
Dr Mike Smith has done a video that fully explains the new ways of working; [click here to see it](#).

It highlights that:-

- The telephone first model will continue
- Wearing a mask and social distancing are essential
- Hand sanitisers should be used
- The toilets are closed at present
- Use Online Consult (see opposite) whenever possible.

The new ways of working will be very different; but they are both efficient and safe and should result in a much better patient experience – once we get used to them!

Feature of the Month – Online Consult



Do you really need to call the Surgery?

There's a new way to contact the Surgery and it really does save a lot of time!

As Dr Smith said in his video message the Surgery deals with over 300 enquiries a day and that means that those telephone lines are really busy. **Online Consult** is an alternative way to communicate your needs to the Surgery **without queuing!**

Click on the link on the home page (the image upon which you click is shown above), fill in a few simple boxes, and the Surgery does its best to respond to you within 48 hours (i.e. 2 working days). It really is simple and easy.

As you provide a comprehensive overview of the subject you want to talk about, the most appropriate person will be fully briefed when they call you back. It really is simple and easy. And it works!

Maltings Patient Group

All patients of the Maltings Surgery are automatically members of the PPG (the Patient Participation Group); we're looking to completely transform the way we work in the future. More information in the next newsletter.