

# UNIVERSITY MEDICAL CENTRE

## NEWSLETTER

### Summer 2020

**Welcome to the Summer 2020 Newsletter.**



## **Welcome to our Summer 2020 Newsletter**

During these unprecedented times, we are working hard at University Medical Centre to ensure you can still access all your usual services whilst keeping everyone safe. Please do not hesitate to contact us if you have any queries or medical needs.

Please see the advice for any Coronavirus enquiries below.



### **Coronavirus (COVID-19)**

#### **Get the latest NHS information and advice about coronavirus (COVID-19).**

##### **[Check if you or your child has symptoms](#)**

Find out about the main symptoms of coronavirus and what to do if you have them.

##### **[Self-isolation and treatment if you have symptom](#)**

Advice about staying at home (self-isolation) and treatment for you and anyone you live with.

##### **[Testing and tracing](#)**

Information about testing for coronavirus and what to do if you have been contacted by the NHS Test and Trace service.

##### **[People at higher risk](#)**

Advice for people at higher risk from coronavirus, including older people, people with health conditions and pregnant women.

##### **[Social distancing advice and changes to everyday life](#)**

Advice about avoiding close contact with other people (social distancing), looking after your wellbeing and using the NHS and other services.

##### **[Links to more information about coronavirus](#)**

Links to government advice, information for health professionals and advice for other parts of the UK.

For further information go to [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) or [gov.uk/coronavirus](https://www.gov.uk/coronavirus).

Advice accurate as of 13:00 03/06/2020.

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## Care Quality Commission Inspection

During November 2019 we were visited by CQC inspectors for our routine CQC inspection and we are delighted to report that we received an overall rating of GOOD. This means that we were found to be safe, effective, well led, caring and responsive in all areas of our service.

Thank you to everyone who contributed with your feedback and discussions with the CQC team. The report is available to read on our website here [www.umcbath.co.uk](http://www.umcbath.co.uk)



## What is Doctorlink?

We have introduced Doctorlink as an opportunity to direct our patients to the best care available to them. This new online service will ask about your symptoms and previous conditions and then offer you the best services based on your answers.

For all urgent appointments, we ask that you undertake a symptom assessment through Doctorlink.

The symptom checker will ask you a number of questions to help to identify your problem. The outcome of your assessment will direct you to the right treatment, whether emergency care, your GP, nurse or self-care.

The information you have submitted during your Doctorlink consultation will be available to your clinician so that you do not have to repeat this during your appointment.

Sign up is easy, just click on the Doctorlink tab below and follow the instructions. We ask that all patients aged 16 and over do this as soon as possible so that when you need the service you are ready to go.

The App can be downloaded for both Apple and Android phones so that you can use the service on your mobile devices.



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#### FRIENDS AND FAMILY SURVEY



**We would like you to think about your recent experiences of our service**

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Extremely Likely | <input type="checkbox"/> Likely             | <input type="checkbox"/> Neither likely nor unlikely |
| <input type="checkbox"/> Unlikely         | <input type="checkbox"/> Extremely unlikely | <input type="checkbox"/> Don't Know                  |

Any other comments:

#### Virtual Patient Participation Group

In order to support the ongoing improvements of our services, we have in place a virtual Patient Participation group. Members of this group may be contacted by the Practice on occasion to ask for their feedback in relation to our services. Our Patient Participation group was established in 2011 and all patients registered with the University Medical Centre are welcome to join at any time.

If you would like to be involved, please contact us and we will send you the application form. Any views you give will be anonymised and this will have no effect on your medical treatment.

<http://umcbath.co.uk/practice-info/patient-participation-group/>



#### Have you moved?

If you have moved recently, we need to know your new address. Please contact the reception team to let them know or update your details using your Online Services Access.

<http://umcbath.co.uk/register-for-online-services/>

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## Health Awareness Calendar

Did you know that there are many health related National Days?

Here are just a few that you may be interested in for June onwards – just click on the link for further information

### July

- National Cleft and Craniofacial Awareness and Prevention Month  
<https://acpa-cpf.org/2020/04/24/spread-cleft-and-craniofacial-awareness-with-acpa-this-july/>
- 28<sup>th</sup> – World Hepatitis Day  
<https://www.worldhepatitisday.org/>

### August

- Gastroparesis Awareness Month  
<https://www.gastroparesisawarenessmonth.org/>
- 12<sup>th</sup> - International Youth Day  
<http://www.un.org/en/events/youthday/>

### September

- 2<sup>nd</sup> – 8<sup>th</sup> – Organ Donation Week  
<https://www.organdonation.nhs.uk/Organ-Donation/NHS>
- 10<sup>th</sup> – World Suicide Prevention Day  
<https://www.iasp.info/wspd2020/>
- 25<sup>th</sup> – National Fitness Day  
<https://www.nationalfitnessday.com/>



If you have any feedback you wish to share with us, we would be pleased to hear from you. We welcome all feedback as this helps to drive our service forward for our patients

<http://umcbath.co.uk/contact-us/patient-feedback/>