

## BILLINGHAY MEDICAL PRACTICE

Patient

Participation

Group

“Representing patients and putting  
them at the heart of all we do”

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### ASKmyGP

In response to the COVID-19 pandemic, the Practice is using **ASKMyGP** to allow patients to message the surgery directly. Rather than having to wait for an appointment this system means that your medical query should be dealt with the same day (if you message on weekdays until 4pm). This service is available for all Doctor and Practitioner appointments. If you need to see a Practice Nurse or Health Care Assistant, e.g. for a long-term condition, review, injection, blood test or a smear test, please phone the surgery.

#### **IF YOU HAVE INTERNET ACCESS**

**ASKmyGP** means that you can request help from the Practice when, where and how it suits you. Enjoy feeling more in control as you ask for help securely from your smartphone, tablet or computer. Bookmark the link in your browser so you don't forget. [Access AskMyGP](#)

#### **IF YOU DO NOT HAVE INTERNET ACCESS**

You can contact the Practice by telephone and your request will be sent to the clinician who will contact you that day and you will be managed by phone or invited in to see the clinician. Contact us on 01526 860490.

### DISPENSARY CHANGES

During this outbreak, the Dispensary is no longer accepting paper copies of prescriptions. To request your medication, please go online and order (speak with reception if you do not have an account). **If you do not have internet access**, phone the Dispensary on 01526 869806. Dispensary may not be able to answer the phone so please leave a CLEAR message with your **NAME, DATE OF BIRTH, CONTACT NUMBER and REQUEST**. If you are unable to pronounce the name of the drug you can spell it out. Your medication will be available as soon as possible but may not be within the normal 72-hour turn-around. Please **DO NOT** order medication if you have unopened boxes. Adequate supplies are available if everyone orders normally.

Patients are no longer being allowed into the Dispensary to collect medication. Please go to the side window to collect. Please have **ID** with you if you are collecting for someone else. The Practice has created a make-shift queuing system to help maintain Social Distancing (2m).

Please look at the website daily [www.billinghaymedicalpractice.co.uk](http://www.billinghaymedicalpractice.co.uk) if you have internet access, as new information is added regularly.

## Care Quality Commission (Annual Review)

The Practice was inspected in late 2016, when the rating was “Good”, but the aim is to be “Outstanding”. A telephone call with the CQC was arranged to take place late February which involved answering 19 ‘set’ questions. This was carried out by our Practice Manager and GP Partners. The outcome is that the rating remains “Good”. There will be another review in 2021.

## Veteran Friendly GP Practice Accreditation

Over the next five years, NHS England and NHS Improvement, together with the Royal College of Practitioners, are rolling out the veteran friendly GP Practice accreditation scheme across England. This scheme, which is intended to help ensure Practices are best equipped to care for veterans and their families, has already accredited over 700 surgeries. Billingham Medical Practice is working towards this accreditation, and will code Patient’s records if they are a known military veteran.

## Our Mental Health

The coronavirus (COVID-19) outbreak means that life is changing for all of us for a while. It may cause you to feel anxious, stressed, worried, sad, bored, lonely or frustrated. It’s important to remember it is OK to feel this way and that everyone reacts differently. Remember, this situation is temporary and, for most of us, these difficult feelings will pass. Please speak to someone about your worries. In the first communicate with your GP via **AskmyGP** service, or call 01526 860490 if you do not have access to the Internet.

You can also speak with the following, as suggested by the NHS Mental Health Helpline:

MIND: 0300 123 3393 or 01636 650228. [www.mind.org.uk](http://www.mind.org.uk)

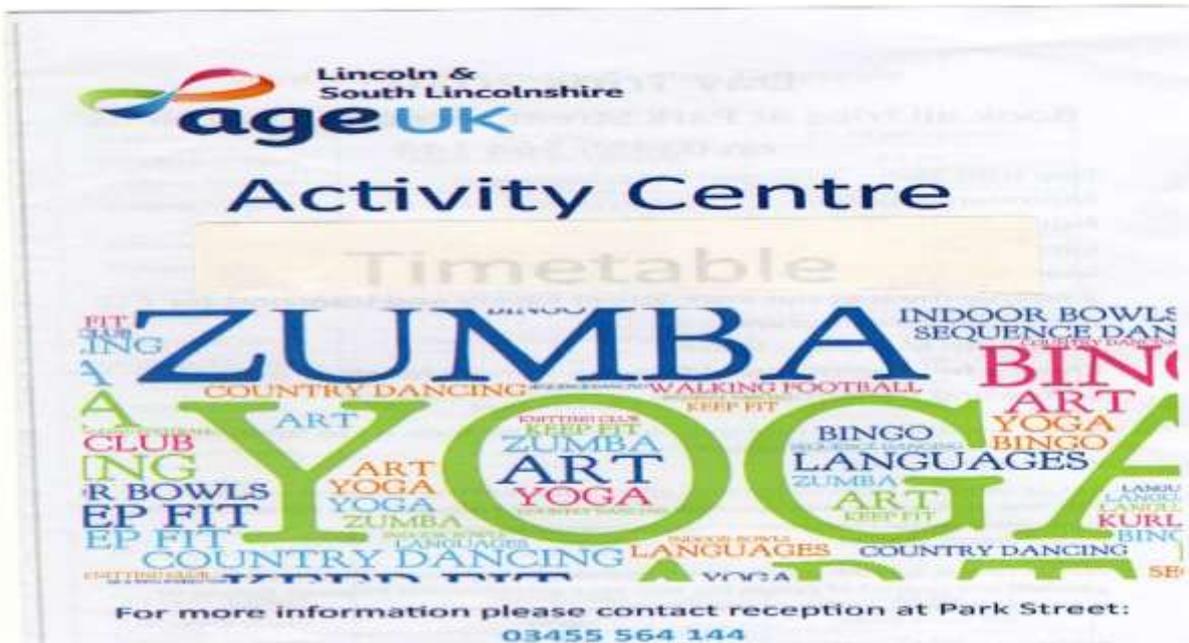
SAMARITANS: 116 113 (freefone). [www.samaritans.org.uk](http://www.samaritans.org.uk)

ANXIETY UK: 03444 775 774. [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

SANE: 0300 304 7000. [www.sane.org.uk/support](http://www.sane.org.uk/support)

## Age UK

When this pandemic is over (and it WILL pass) people may look for new activities with which to become involved, see below. Age UK also has a new initiative called “connect to support Lincolnshire” which has information and advice for all residents who are looking for support in the community. This includes information to help you manage your wellbeing and plan for your care and support needs, a provider directory with information about providers of services in and around Lincolnshire, a section on home care agencies and residential and nursing homes in the area, and an activity and events calendar. Their website is: [www.lincolnshire.connectosupport.org](http://www.lincolnshire.connectosupport.org) but they can also be contacted by phone on 0300 303 8789.



PLEASE CONTINUE TO.....



*On behalf of the PPG and patients,  
a big THANK YOU to all the team at  
Billinghay Medical Practice for the  
brilliant organisation during these  
difficult times. As usual, you have  
been superb, at the same time  
caring, courteous and kind. We  
are so lucky to have you.*

**Patient Participation Group**

Chair: [juneta.wilson@btinternet.com](mailto:juneta.wilson@btinternet.com)  
Vice-chair: [Sheilaclark23@yahoo.com](mailto:Sheilaclark23@yahoo.com)  
Secretary: [jean@patman.plus.com](mailto:jean@patman.plus.com)

Subject to the Coronavirus restrictions being lifted, future PPG meetings for 2020 will be held on Tuesday 2 June, Tuesday 1 September and Tuesday 1 December. The friendly meetings are held from 18.00-19.30 in the waiting room at the Practice. We welcome new members, so please either speak with Reception or go the Patient Participation Group on the website if you would like to join.

**STAY HOME\* \* \* \* PROTECT THE NHS\* \* \* \* SAVE LIVES**