



Dear All,

A lot has happened since our last newsletter. Luckily Cornwall have been spared the massive peak of coronavirus cases that a lot of other areas of the country have seen, however we have had people infected locally and all of our lives have been touched by it.

### **New restrictions for Surgery appointments**

Now that lockdown restrictions are gradually being lifted, we have seen an increased demand for the services of the surgery and an increased amount of people entering the building. That is why we have become stricter about how many people we allow to come in, to be able to keep everybody safe in the surgery. New restrictions, when visiting the surgery, include the wearing of face coverings for all, and temperature checks on arrival, your understanding and support is greatly appreciated.

### **Remain alert as lock-down eases**

We are likely to continue to have COVID19 within the community for many months, with a potential risk of increased infections when shops and other businesses are reopening this week and tourists will be returning to Cornwall in July. Cornwall desperately needs the financial boost that tourism brings to our local economy, but it makes it even more important to stay alert and continue to adhere to social distancing and remember regular handwashing.

### **Self-help & more**

We still don't allow anyone walking in without an appointment, but we encourage you not to wait when you need medical help. Please have a look on our website and other NHS resources for self-help, try to use e-consult, LIVI, contact 111 or a pharmacy before phoning the surgery.

### **Test & Trace**

Test and Trace is gaining pace. So if anyone tests positive it is very important they engage with having their contacts traced, who will need to self-isolate. Being diligent about keeping distance from others and wearing a face covering when this isn't possible is therefore important for multiple reasons. The NHS expects everyone entering a hospital or a GP surgery to wear a face covering at all time, so clearly this includes our surgery. We have a small supply to give out in case you cannot obtain one yourself.

### **COVID19 Tests**

All COVID19 testing is offered by visiting the NHS.uk website and organised in testing centres or by sending you home testing kits, NOT in the surgery. We may recommend getting a test when it becomes apparent that you could be having symptoms of COVID19. You will need to go online or if you don't have access to the internet and no-one to help, you can call 119 from a landline.

### **Introducing the Hot Hub**

If you have COVID19 symptoms, we are collaborating with other local practices and are now seeing suspected COVID19 cases in the 'Hot Hub' in Liskeard. Situated in Liskeard hospital, if we feel you need an appointment there you will be given instructions about where to park and how to enter. This means we have been able to re-open the whole of Looe surgery for everybody else.

### **Making the most of the marquee**

As long as possible we will continue to offer 'drive through' blood tests and injections and some other appointments at the marquee, which is proving to be very popular. It may not always look that busy but we are using it as much as we can. There should still be plenty of car parking space for those who are attending the surgery building. We ask everyone to respect privacy by not walking on the river side of the marquee when it is in use.

### **Need help or support?**

With many of you still shielding, or having family members shield after such a long time, social isolation is a real issue. There are many online resources and support services available, including the Looe Coronavirus Support Group. Our social prescribing service is also still active and can help find activities or contacts (mostly by telephone or video link) that can alleviate isolation. We are all going through many different emotions at different times and easing of lockdown can be a relief but also increase worry or make you feel more isolated if you are not allowed out yet. Please visit our website or get in touch if you need help or support.

### **Thank you so much**

We have been very touched by many of our patients and the wider community for their kind words and acts of kindness and support, including PPE donations, refreshments and lotions and potions all gratefully received.

- Soft drinks (courtesy of Cornish Orchards)
- Scrubs (courtesy of Susan Dunn & Claire Tyrer)
- Scrub bags and masks (courtesy of Looe Coronavirus Face Mask group)
- Chocolates (courtesy of Lindt & Morrisons)
- Weleda skins products (courtesy of Ronnie Currah & Pat, Tony, John, Alison, Amy & family)
- Cream Bakery (courtesy of Looe Bakery)
- Scrubs, scrub bags and aprons (courtesy of The Love of Scrubs)
- Face masks (courtesy of Ocean Dragon Chinese Takeaway)
- Neal's Yard skin products & organic teas (courtesy of Julie Finney)
- Waterproof mobile phone pouches (courtesy of the RNLI)

What a wonderful community we are part of...**THANK YOU.**

Dr Kodde, Dr Mogford, Dr Buchanan and Dr Roy  
Partners, on behalf of all staff at Old Bridge Surgery

15/06/2020