

JULY 2020



Harambee Surgery
www.harambeesurgery.co.uk

Practice Newsletter

CORONAVIRUS UPDATE

We are sure you are already aware that from 24th July 2020 you need to wear a face mask in enclosed spaces as per Government guidance. This applies to you entering the Surgery even when you are collecting prescriptions

Keep up to date [click here](#)

<http://eastlancsccg.nhs.uk/covid-19-coronavirus>

http://www.pendle.gov.uk/info/20030/community_advice_and_guidance/529/coronavirus_covid-19/11

WE ARE CONTINUING TO OPERATE A TOTAL
DIGITAL TRIAGE SYSTEM SO IF YOU NEED
ADVICE ON A HEALTH OR SOCIAL PROBLEM
RING THE SURGERY

OR

USE OUR NEW SERVICE CALLED
DOCTORLINK - see details below

NEW SERVICES

DOCTORLINK

We have been looking at how we can improve access to Practice services; DoctorLink is our new online service where you can:

- Access advice

Sign-up is simple and you can create an account here

<https://app.doctorlink.com/harambee/register>

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

The symptom assessment 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.

Once the request has been submitted to the Practice, you will then be contacted by the Practice Team, to arrange an appointment within the identified timeframe (as outlined in the outcome of your symptom checker).

The information you provide will be shared with our clinical team (where appropriate) and will assist in providing robust information of your problem to the required clinical team member prior to your appointment.

REVIEWS

If you are due an annual review we are sending out some reviews via our new messaging service allowing patients to complete their routine annual reviews (eg asthma reviews) on a smart phone or computer without the need of an appointment at the Surgery..

PLEASE NOTE THIS SERVICE IS NOT FOR ALL REVIEWS.
