

Dr. S. Dutta
Dr. U. Hegde
Dr. T. Dean



England Lane
Knottingley
West Yorkshire
WF11 0JA

Telephone: 01977 673141

Practice Manager:
Jo Hewlett

22nd April 2020

Dear Patient,

Health Services in Wakefield are working together to keep patients safe while providing essential services during the coronavirus (COVID-19) pandemic. We understand this is a worrying time for all our patients so we are writing to you to tell you what we are doing.

Practices in the district have moved most appointments to telephone or video consultations. You should not turn up at a GP surgery without an appointment as you will not be seen, please phone us instead. We will then give you advice on what to do. The surgery may be very busy at the moment, so you may have to wait longer than usual to speak to someone.

It is really important that if you're concerned about an existing health condition - such as a **lump in your breast, blood in your urine or faeces or unexplained weight loss - or are feeling unwell**, you still get in touch with us in the first instance. Don't leave this to chance.

Appointments will be carried out by phone or video consultation. If you are asked to attend the surgery, you may be directed to a different practice for your care and this will all be explained to you when we contact you. These measures are needed in order to separate patients who may have COVID-19 symptoms from patients not displaying any symptoms. This will reduce the risk of infection to you, your family and our staff.

If you require a prescription, you can email us at wakccg.ashgrove.prescriptions@nhs.net, ask a friend or family member to put your repeat slip in the box outside the surgery or call the surgery on the usual number 01977 673141. Please **do not** over order repeat prescriptions but continue to order as you normally would. Also please be aware we may be transferring those with stable repeat medicines to the **electronic Repeat Dispensing (eRD)** service to minimise disruption. You may receive a text message about this; please be assured that this is a genuine message intended for you and that the link in the message is secure.

Anyone experiencing a health emergency must call 999 or go to their local A&E. A health emergency could be if you're experiencing chest pains, having blackouts, experiencing severe blood loss or notice anything worrying such as slurred speech, a drooping face or loss of feeling in your arms or face. To make sure you get the right treatment, please tell the operator (when ringing 999) if you have coronavirus or symptoms of this and mention this to paramedics on arrival.

Admin: wakccg.ashgrove.admin@nhs.net
Prescriptions: wakccg.ashgrove.prescriptions@nhs.net
Reception: wakccg.ashgrove.reception@nhs.net

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Anyone who has symptoms of coronavirus should stay at home and use the NHS 111 online service (<https://111.nhs.uk/covid-19/>). Only call 111 if you're unable to get help online.

If you are self-isolating or shielding and require help such as shopping, collecting medication or someone to speak to, please call us and we can arrange for the NHS Volunteer Responders to contact you.

Please be patient with our staff who are working under intense pressure and in reduced numbers to provide this essential service. Your understanding and patience is appreciated.

Stay home, protect the NHS, save lives.

Yours faithfully,

A handwritten signature in cursive script that reads 'Ash Grove Medical Centre'.

Ash Grove Medical Practice

Here is some information that you may find useful

Wakefield Council

The customer service areas in Wakefield One and County Hall have been temporarily closed to the public. To find out how to access services visit www.wakefield.gov.uk/about-the-council/coronavirus-information

For general information (or if you are unable to access the internet) call the customer services team on 0345 8 506 506 (local rate).

NHS website www.nhs.uk/conditions/coronavirus-covid-19

Kellingley Community Hub – help with collecting shopping, prescriptions, walking your dog, cutting your grass
Call Kellingley Club on: 01977 673115 or email kellingleycommunityhub@gmail.com

Government advice - <https://www.gov.uk/>

Admin: wakccg.ashgrove.admin@nhs.net
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