

NEWSLETTER

February 2020

Please take one!

Coronavirus

The NHS and Public Health England (PHE) are extremely well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.

The risk to the general public is moderate. If you have arrived back to the UK from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau within 14 days, follow the specific advice for returning travellers.

Call 111 now if you've been:

- **to Wuhan or Hubei Province in China in the last 14 days (even if you do not have symptoms)**
- **to other parts of China, including Macau and Hong Kong, in the last 14 days and have a cough, high temperature or shortness of breath (even if it's mild)**
- **to Thailand, Japan, Taiwan, Singapore, Republic of Korea or Malaysia in the last 14 days and have a cough, high temperature or shortness of breath (even if it's mild)**
- **in close contact with someone with confirmed coronavirus**

Do not go to a GP surgery, community pharmacy or hospital. Call 111, stay indoors and avoid close contact with other people.

No Smoking Day – 13th March 2020

If you are thinking about stopping smoking and would like some help, please talk to one of the reception team.

Missed appointments

In December, we had 225 patients who did not attend their appointments.

In January, we had 173 patients who did not attend their appointments.

In the last 6 months we have had 1470 patients who did not attend their appointments and therefore we were unable to offer these to other patients. If you are unable to attend your appointment please call us so we can book other people in who need it.

£3 million is wasted in Leicester City each year by patients missing their GP appointment

NHS App

There is an NHS App which allows you to do the below:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data

Mental Health Crisis?

Free 24/7 helpline for adults in Leicester, Leicestershire and Rutland. Please call 0808 800 3302 when you need to talk to someone urgently. This helpline service is commissioned by Leicestershire Partnership NHS Trust and provided by Turning Point. It's free from landlines and most mobile networks.

You can also email your contact details to request a call back:
Leicestershire.Helpline@turning-point.co.uk