

Ashfield Medical Centre & The Grange Medical Centre



- We are here for you
- How to access help
- Coronavirus symptoms
- Are you high risk?
- Testing
- Opening Hours
- Changes to the practice during the pandemic
- Help us, Help you
- Prescriptions
- Support

Ashfield Medical Centre
15 Austhorpe Road
Crossgates, Leeds
LS15 8BA
Tel: 0113 2951828

The Grange Medical Centre
999 York Road
Seacroft
Leeds
LS14 6NX
Tel: 0113 2951838

We are here for you

We know that this is an uncertain time for many of our patients but please be assured we are still here for you if you have any health concerns. Although we are working in different ways and some of the services we would normally refer to are reduced, we are encouraging patients not to ignore health issues because of the ongoing pandemic.

Call us if you have:

- Concerns regarding ongoing conditions
- Ear discharge / pain
- Rashes
- Stomach ache
- Any cancer symptoms such as lump in your breast, changes in bowel habits, blood in your pee or poo, unexplained weight loss, moles that appear to change or cough that you've had for three weeks or more

Getting help quickly is crucial if your or a loved one becomes seriously unwell.

When to seek emergency help? Call 999 if you have:

- Chest pain
- Stroke symptoms (Facial droop, speech slurred)
- Choking
- Severe burns or bleeding

How to access help from your GP

- Contact the surgery by phone, do not walk into the surgery.
- A GP or Nurse will call you back the same day and try to help you over the phone.
- If the GP decides you need a face to face assessment an appointment will be booked for you at The Grange.

Coronavirus: What are the symptoms?

- High temperature
- New, continuous cough
- Loss or change to your sense of taste or smell

What should I do if I have symptoms?

- Isolate at home for at least 7 days or longer if you still have symptoms.
- If others live in your household they will need to isolate for 14 days from the start of your symptoms.
- Wash your hands regularly for 20 seconds using soap and water and cover coughs and sneezes.
- If you cannot cope you're your symptoms at home or you become worse use the NHS 111 online service or call NHS 111.

Who is at higher risk from coronavirus?

Corona Virus or Covid-19 as it is also known can make anyone seriously unwell. But for some people, the risk is higher. There are 2 levels of higher risk:

- High risk (Clinically extremely vulnerable)
- Moderate risk (Clinically vulnerable)

People at high risk from coronavirus:

- Have had an organ transplant
- Are having chemotherapy, antibody treatment for cancer, including immunotherapy.
- Are having intense radiotherapy for lung cancer.
- Are having targeted cancer treatments that affect the immune system
- Have blood or bone marrow cancers such as leukemia, lymphoma or myeloma.
- Have had bone marrow or stem cell transplant in the last 6 months.
- Have been diagnosed with a severe lung condition such as cystic fibrosis, severe asthma or COPD.
- Have a condition that means they have high risk of getting infections
- Are taking medicines that make them much more likely to get infections such as high doses of steroids.
- Have a serious heart condition and are pregnant.

If you are high risk you should have received a letter from the NHS about shielding and not leaving your house for any reason.

People at Moderate risk from coronavirus:

- Are over 70
- Are pregnant
- Have a lung condition that's not severe such as asthma, COPD, emphysema or bronchitis)
- Have heart disease, diabetes, chronic kidney disease, liver disease.
- Have a condition affecting the brain or nerves such as Parkinson, MND, MS or cerebral palsy.
- Have a condition that means they have high risk of getting infections
- Are taking medicines that make them much more likely to get infections such as low doses of steroids.
- Are very obese with a BMI of over 40.

This means you should stay at home as much as possible but you can go out to exercise and get groceries. It is important that you follow the advice on social distancing.

Testing

Anyone with coronavirus symptoms can now request a test. This must be done within the first 5 days of getting symptoms.

You can request a test online at <https://www.nhs.uk/ask-for-a-coronavirus-test>
Or
Call 119 if you cannot use the online service.

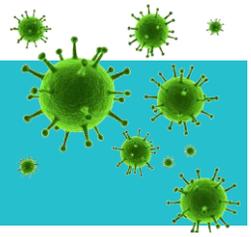
Opening Times

Ashfield will remain closed for the foreseeable future during the pandemic. The Grange will be open:

8am-6pm Monday to Friday

(Closed Saturday, Sunday and Bank holidays.)

Important changes to the practice due to Covid-19



- We are triaging all requests for medical problems. This means you will receive a call from the Doctor or Nurse who will assess you over the phone. If the Doctor or Nurse needs to see you for a face to face appointment they will book an appointment for you to attend.
- For some medical problems we may ask you to send a photo to help the Doctor assess your problem remotely. This can be done using a safe, secure link that is sent to your mobile phone.
- Ashfield is closed to the public, only high risk patients are seen here.
- Doctors and Nurses will be wearing full protective equipment if you are seen face to face. (Masks, visors, apron and gloves. This is nothing to worry about and is to protect both you and your healthcare professional.
- We are asking patients not to come to the surgery for any other reason than a pre-arranged appointment. Any queries, prescription orders or appointment bookings must be done by phone or online.

Help us, help you.

If you have a non-urgent query you can use our online consultation portal. You can access this through our website www.amedicalcentre.co.uk

The GP or Admin staff can direct message you so that queries can be answered without the need to contact us by phone.

Prescriptions

Ways to order during the pandemic:

- Online – Using GP online services is the safest and quickest way to order. Ask our reception team about accessing this service.
- Over the phone – You can order over the phone if you do not have access to a device or WIFI.

Help and Support

For help with getting food, medicines and support if you are high risk.

NHS Volunteer responders: 08081963646

Leeds Voluntary Action: 0113 3781877

Emergency Food Response: 0113 37603330

Other support:

Covid-19 Support Line: 0113 2185544 or 011333369
(For people in Leeds who have family or friends who are critically ill or have died from Covid-19)

Cruse Bereavement Care: 08088081677

Leeds Domestic Violence Helpline: 01132460401

Local groups providing support for over 60s:

Crossgates Good Neighbours: 0113 2606565

South Seacroft Friends and Neighbours: 0113 2734979