



Community information on Covid-19 from Ely North & South Primary Care Networks. Information is accurate up to 25 March 2020.

As your local GP practices, we are facing our most significant challenge in the history of the NHS. The two Ely Primary Care Networks are working together to provide you with the best care, across the following GP surgeries: Burwell, Haddenham, and Staploe (Ely South PCN); and Cathedral, St George’s, and St Mary’s (Ely North PCN).

Please be reassured that *all* the changes we have made to how we deliver your care are to keep you and our staff as safe and well as possible, in line with government advice. We are working closely with community organisations to keep our community well. Where there are longer delays than you might like, please be patient with us.

Key changes are explained below. They may vary between practices but it gives you a good idea of what to expect, recognising that this may change again as the epidemic progresses.

1. **More phone and video consultations.** We have reduced face to face consultations in surgeries and at home, including residential and nursing homes, and are introducing video consultations. Your primary way of reaching your GP is now via:
 - a. AskMyGP for [Staploe](#), [Haddenham](#), [Cathedral](#), or [St. George’s](#); or
 - b. By phone at Burwell (01638 741234) and St Mary’s (01353 663434).
2. **Reduced services.** If we have cancelled an appointment with you, it’s because we are re-focusing our teams to help those who may have contracted Covid-19, and/or to minimise the risk of spread of Covid-19.
3. **Prescription changes.** The demand for repeat prescriptions has increased by about 50% since the government announced the strict self-isolation guidance. This is putting immense pressure on our dispensaries and pharmacies. Please don’t order your repeats early or stock-pile medication. Request them no more than 10 days before you are due to run out. We can only issue 1 month’s worth of medication.
4. **Government guidelines.** The best ways to protect yourself and your family are to follow the government guidelines on [social distancing](#) applicable to everyone in the UK, [self-isolation](#) if someone in your household develops symptoms, and [good personal hygiene](#).
5. **Do you need help?** Local volunteer groups are forming to help you with any support you may need, from shopping to collecting prescriptions to a simple phone chat. Volunteers will be vetted and trained on how to do this safely. Local contact information is below, and subject to change.

Burwell	07554 076872
Fordham Timebank	07395 941522 07715 908024
Haddenham	haddenhamvolunteers@gmail.com
Isleham	07831 168899
Soham Town Council	01353 723472
Soham Handy Helpers	Facebook ; sallyprior@yahoo.com
Soham - AAA motorcycles (police checked)	07384 746025
Stretham	07534 140320
Wicken	WickenCoronaVirusHelp@outlook.com 07961 737020
Wilburton Isolation Support Group	Facebook ; wisguk2020@gmail.com