

Fovant Community Support Group (FCSG)

Helping alleviate stress and hardship during a national emergency

*In collaboration with Spring Orchard Surgery,
Fovant Parish Council, St Georges Church, Age UK
and other local organisations*

It's great news that the COVID-19 infection rate across the UK is coming down, at least at the moment. The various measures of social distancing, shielding and isolation remain **very important** in making sure this trend continues. The potential for social and financial hardship remains real in Wiltshire communities. The work of volunteer groups like FCSG will continue to support their communities for some time to come.

What you will find inside our second newsletter

- An update from Spring Orchard Surgery, the FCSG prescription delivery service and other healthcare matters
- Matters related to local food supplies/ foodbank initiatives
- Community connection and any other matters

**Please note that *your FCSG*
Hub number is ⇒**
(Hub leader details on back page)

See page 8
for contact
details

From Dr Lindsay Kinlin, partner at Spring Orchard Surgery

Thankfully, we are emerging relatively unscathed from this first phase of the COVID-19 crisis with very few cases of confirmed infection for Spring Orchard surgery patients.

Part of this success is due to all our consistent efforts to minimize the spread of infection, and I am incredibly grateful for the support of our Fovant Community Support Group as well as to all the patients who as usual, have responded to significant changes at the practice with good humour and generous co-operation.

I would like to explain how we are continuing to work at Spring Orchard surgery for at least the next few months so that you know how to get help.

Where possible we are avoiding direct contact with patients. This is to protect you as individuals, to protect our staff at the surgery, and to avoid passing coronavirus onto other patients who may be extremely vulnerable to complications of COVID-19.

Even though the surgery building itself is closed to patients, please do not feel put off from contacting the surgery if you need our help. You can phone any time between 08:00 and 18:30 Monday to Friday. We have arrangements with Hindon and Old Orchard surgery who cover for us on Wednesday and Thursday afternoons. Staff at these surgeries will take messages and pass them onto the Fovant team to deal with as needed. Outside these hours call 111.

Telephone clinics mirror our normal surgery arrangements – i.e. the telephone surgery is open access. You do not need to make appointments in advance.

- If you place a request for a consultation between 08:00 and 10:00 every morning or 17:00 and 18:30 on Monday/Tuesday/Friday evenings, you will get a call back by the end of that session.
- If you phone after 10:00 you will typically be added to the phone list for the next session, unless you have an urgent problem which cannot wait – please just explain to the receptionist what

your concern is so that we can make sure you are safe to wait until the next session.

- Our whole team are bound by the same rules to keep your information confidential, and it is extremely helpful to know what help you need so that we can make sure the right person calls you back at the right time.

We now do video consultations as well as phone consultations – this is working well, and the software is relatively simple to install onto your Smartphone.

After discussion by phone or video-link we may decide together that you need a face to face contact – this could be for a physical examination or a blood test, for example. The exact mechanism to do this depends on your individual circumstances, and we will talk you through what you need to do so that we can minimise exposure to possible infection.

When we have face to face contact with any patient now, we will be wearing appropriate PPE – gloves, apron, and surgical facemask as a minimum.

www.springorchardsurgery.co.uk

DO NOT HAVE BONFIRES DURING COVID-19

Please be considerate of your neighbours and don't light bonfires during the current pandemic period. This advice comes from the medical community (smoke aggravates the breathing difficulties of all people with COVID-19 like symptoms); the fire service (whose limited resources are wasted on unnecessary fire risk); and Wiltshire Council (in relation to smoke being a public nuisance).

If you are concerned about a bonfire in your area you can report it to Wiltshire Council on 0300 456 0100 and ask for Public Protection.

Guidance on bonfires can be found at
<http://www.wiltshire.gov.uk/env-health-smoke-nuisance>.

Thank you in advance for your co-operation.

FCSG Prescription Delivery Service

For the foreseeable future FCSG volunteers will continue to deliver ALL prescriptions (including prescriptions that are paid for) from Spring Orchard Surgery *at the request of our surgery team.*

Place your prescription order as normal by one of the following methods:

- Online (put your FCSG hub number in the comments box)
- By phone - the dispensary staff will ask for your hub number
- Through the letterbox at the surgery - write your hub number on your prescription request next to your address

Please have your hub number to hand when you order your prescription. Your hub number can be found at the front of this newsletter.

Prescriptions will be delivered on a once weekly basis per hub, except in the case of emergencies when we will deliver as necessary. If possible, please plan ahead. Delivery days are as follows (numbers refer to FCSG hubs):

Tuesday: 1, 2, 3, 4 and 14	Thursday: 8, 9, 10, 11
Wednesday: 5, 6, 7, 12, 12a	Friday: Maggie's delivery round

Expect your prescription to be delivered between 10.30am and 1pm on your designated day. Please make sure you are in!
There are no deliveries at the weekend. Call 111.

Prescription payments

If your prescription needs to be paid for and you are happy to pay by debit or credit card, please call the surgery to pay over the phone. 01722 714 789. If you prefer to pay by cash, Spring Orchard will keep a note of what you owe and this can be paid once we are out of lockdown.

In order to reduce the chance of virus transmission we are unable to take cash on your behalf, return incorrect medication, or take repeat prescriptions to the surgery.

Please note that FCSG volunteers will carry photo ID and follow a strict hygiene protocol. Confidentiality is maintained throughout.

FCSG Food supply and foodbank

FCSG is arranging a Food collection in support of the Salisbury Foodbank. See below for more information:

Wiltshire Food Collection is collecting in FOVANT for Salisbury Foodbank (part of the Trussell Trust).



The foodbank has experienced a reduction in donations since the onset of the virus and are anticipating an increase in demand in the coming weeks.

We would be very grateful for any donations, big or small. If you are able to help please bring your donations to Fovant Village Hall on either Tuesdays or Fridays between 0930 and 1130.

Please take care to follow the guidance on social distancing that will be in place at the Village Hall and don't leave items outside the Village Hall.

Salisbury Foodbank have asked for the following items in particular

- Long life and dried milk
 - Tinned and instant potato
 - Tinned rice and sponge pudding
 - Tinned vegetables, pulses and fruit
- All other NON-PERISHABLE items are welcome provided they have at least 3 months to go until their sell by date. See <https://salisbury.foodbank.org.uk/> for more information

If you are finding it difficult to get the food you need please contact the Salisbury Foodbank directly on 01722 580 173. You can also contact your Hub lead (see back page) knowing that your call will be in complete confidence.

STOP PRESS! First two collection dates at the Village Hall collected 12 large boxes of food and offered donors the chance for a socially distanced catch up! Thanks for your generosity, keep it coming!

*You will recall that in the first FCSG newsletter we had some information about **local food supplies, take-aways and delivery services**. These were compiled by Tony Lunt. We don't have space this time around so Tony will be pleased to email you his most up-to-date food intelligence if you contact him on (email contact removed due to GDPR) Thanks so much Tony!*

FCSG Community Connection

A quick update on the activity of FCSG over the last few weeks!

The volunteers across the 14 hubs have been shopping on 160 occasions, delivered 260 prescriptions (not including the ones delivered by the amazing Maggie L) and have responded to 51 requests for other support, including catching up for a chat. The appreciation from everyone around the village has been amazing. Of course, all this activity is on top of the work being done by so many people being good neighbours and looking out for those around them.

Community connection has also been obvious in the Thursday applause as hand clapping, pan beating and bell ringing echoes throughout the village. The strains of Vera Lynn, the piper, flag flying, and bunting made VE Day a fitting remembrance even in times where we still need to be very mindful of our social distancing.

You might well be aware that May 18-22nd was **Mental Health Awareness Week** (<https://www.mentalhealth.org.uk>). The theme was kindness, both when offered to others and to yourself. What is always interesting is that while all of us are good at offering acts of kindness to others we are less good at doing it for ourselves!

Are you being kind to yourself? Perhaps simply having a conversation with someone different is being kind to yourself. If you think so you can call your **FCSG Hub lead** for a chat or you could get in touch with the Royal Voluntary Service who run the huge **NHS Volunteer Responders Team**. Call them on 0808 196 3646 (8am to 8pm daily). They will assign a volunteer to contact you. In both these cases the conversations will be entirely in confidence.

Fovant Resident's Facebook page

At the outset of the COVID-19 pandemic Karen Gilbert and her son Antony wanted to create a place on social media for people from Fovant to connect. They hope that this connection will last way beyond our current challenges! Karen says:

"The aim of the Fovant Residents Facebook page is to provide a place for the village residents and businesses (past and present) to share community spirit and make friends and to offer support each other throughout the Covid-19 pandemic. I wanted to let my neighbours in Fovant know that they are not alone and that these strange times are beyond our control. It is also a place for people to buy, sell, gift and advertise. It can also help to spread the word about other community groups who are close at hand. These include FCSG which is a life-line for the residents of Fovant and surrounding villages, providing help to those in need of support or just a chat and a smile and is greatly appreciated". Join using the link below:

<https://www.facebook.com/groups/2736456903263681>

Signposts to some useful resources

In support of children's mental health

<https://tinyurl.com/u46o5pw> **and their physical activity** too at <https://ukactivekids.com/movecrew/>

Emotional wellness

The Wiltshire Wellbeing Hub 0300 003 4576

Wiltshire council advice on mental health:

<http://www.wiltshire.gov.uk/public-health-mental-health>

Financial Pressures

Citizen's advice: <https://www.citizensadvice.org.uk/>

Moneysaving Expert: <https://www.moneysavingexpert.com/>

FCSG hubs and lead contacts

Hub 1	Chris	Brantingham
Hub 2	Matt	Boatwright
Hub 3	Elaine	Vaughan
Hub 4	Paul	Rae
Hub 5	Simon	Ferris
Hub 6	Sam	Peters
Hub 7	Mary	Kirman
Hub 8	Celia	Haselgrove
Hub 9	Jeremy	Hinks
Hub 10	Debbie	Monteith
Hub 11	Chris	Lock
Hub 12	Trish	Morse
Hub 12a	Nick	Radford
Hub 14	Paul	Barratt

Contact Numbers removed for GDPR purposes.
Contact as given on FCSG webpage

**Wiltshire
Community
Foundation**

Giving money and support
where people need it most



FCSG are delighted to have received a grant of £2250 from Wiltshire Community Foundation.

The Wiltshire COVID-19 Response Grants Programme supports the community and voluntary sector in response to the corona virus pandemic and its impact on individuals, communities and the voluntary sector.

This money will help the Group in their aim to 'help alleviate stress and hardship during a national emergency'.

The FCSG are grateful to the Parish Council who have permitted use of their bank account for the purposes of depositing and withdrawing funds.

(FCSG Steering Group - Diana & Paul Rae, Elaine Vaughan, and Jeremy Hinks)

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