

Dear Patient,

We recently invited you to attend your birth month **Long Term Condition (LTC) Review** (previously known as Chronic Disease review).

Please don't be alarmed if you haven't been invited in previous years. As an organisation, we have redesigned the service we offer to include a wider range of patients and their conditions. We hope this will make the care we provide even safer, more robust and efficient.

In light of the COVID-19 pandemic, we realise that maintaining a high level of care is of utmost importance, alongside protecting our staff safety and so maintaining our ability to continue providing care to all. As a result, we hope to reduce unnecessary patient trips into the practice and use technology, where possible, to support us achieving this. This will consist of combinations of online questionnaires, home monitoring and video/phone consultations.

Initially, we ask that all (**where able to do so***):

- Asthma** patients complete the *SystemOnline* Asthma Questionnaire, prior to ringing to book their asthma LTC review. This will allow those patients who are well controlled and who have no concerns about their condition to have their medications automatically renewed until the following year without needing to come into the practice.
- Diabetes** patients complete the *SystemOnline* Diabetes Questionnaire, prior to ringing to book their Diabetes LTC review. This will allow our Nurses to select the correct length of appointment time you require.
- Hypertension** (High blood pressure) patients with access to a Home Blood Pressure Machine complete & return our 7 day monitoring sheet via our website (See **green LTC icon** on homepage), prior to ringing to book their appointment.

*** For those unable to participate in the above please be assured your level of care will not be impacted. Please ring reception and book your appointment as normal, your annual review will be similar to previous years.**

If you have any questions or concerns regarding our new process, the reason for your invitation or *SystemOnline* access, please discuss this with reception at the time of booking. If they are unable to answer your query they will signpost you to a member of staff who can.

There may be some teething problems as we begin this new way of working. Your patience and cooperation is very much appreciated as we get this new system embedded.

Many thanks for your ongoing support,

Bideford Medical Centre