

# THE AVENUES MEDICAL CENTRE NEWSLETTER

April 2020



For up-to-date advice and latest information on COVID-19 please visit  
[gov.uk/coronavirus](https://gov.uk/coronavirus)

To access the 111 online coronavirus service, search 'nhs coronavirus'

We understand that many in our community will be concerned about what the next few days and weeks will bring, our practice team are also concerned but are working hard to continue to provide care.

As a team, we are reviewing national guidance daily and adopting new ways of working to keep you, our patient community, safe. Minimising your exposure to COVID-19 symptoms and saving the lives of the most vulnerable people in our community is our priority.

At the same time we need to keep our teams safe and well so they can keep on working to provide patient care.

We understand that these are difficult and worrying times.

We are genuinely sorry if you are inconvenienced by having to wait a bit longer on the phone than you usually would or if you have to queue a few minutes to collect your medication.

At this time none of us know how long this disruption is likely to continue for, so we ask that ALL of our patients are kind to our team. It's a very worrying and stressful time for them also, some of our team suffer ill health, some of our team have young families, they are choosing to work and not self-isolate in order to provide an essential service and they deserve your respect.

Please be kind. Please be patient.

## Domestic Abuse and COVID-19 advice

Local domestic abuse support services are available and continue to provide support, advice and information

If you, a family member, friend or neighbour are affected by domestic abuse and coercive and controlling behaviour please contact:

Hull DAP: 01482 318759

If you need to request support online visit:

[www.hulldap.co.uk](http://www.hulldap.co.uk)

Hull Women's Aid: 01482 446099

Preston Road Women's Centre: 01482 790310

If in immediate danger dial **999** (No credit is needed)

If you can't speak, press 55 on your telephone when the call taker is on the line and they will still provide help

To report a non-emergency incident contact **Humberside Police** on 101

### Safety planning advice:

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| <ul style="list-style-type: none"><li>• Consider where you would go in an emergency</li><li>• Pack a bag ready and leave it at a trusted friend / neighbour's house</li><li>• Use the fact that there are no online shopping slots available to go to the shop and speak to someone</li></ul> | <ul style="list-style-type: none"><li>• Accessing information online, delete your browser history, or use private browsing to hide searches</li><li>• Have a code word or sign to signal you are in danger and set this up with family / friends / neighbours to let them know by text, FaceTime or skype. The code will need to alert them to contact the police if you are in danger</li><li>• Teach the code to children who are old enough to understand what you are asking of them and why</li></ul> |
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