# IF YOU ARE NOT WELL OR WORRIED, PLEASE DO NOT PUT OFF CONTACTING THE SURGERY FOR ADVICE

# IF APPROPRIATE A TELEPHONE CONSULTATION WILL BE ARRANGED FOR YOU WITH A CLINICIAN WHO WILL DECIDE ON THE BEST ACTION TO TAKE

# WE ARE HERE TO HELP

**During this difficult time, with the increased pressures caused by coronavirus, the Practice has suspended the system of pre-bookable and online bookable appointments with GP’s, Nurses and the Advanced Nurse Practitioner**

**The surgery is changing all non-urgent face to face appointments to telephone and video consultations; this includes medication reviews and chronic disease reviews such as Asthma, Diabetes etc. There are some reviews that can be completed on this website, otherwise patients are being contacted by the Nursing team and you may have already had a call since March.**

**The clinicians will arrange face to face reviews where necessary following your telephone/video consultation**

**There are a number of procedures that do require face to face appointments and these will be booked by the reception team as services are reintroduced over the next few months, the Nursing team will start calling in patients for some of the physical checks that are required for example blood pressures**

**The Practice would like to thank patients for their understanding during this very difficult time**

# The process has changed when you are asked to come to the surgery:-

**Due to the coronavirus all appointment requests will be managed through the telephone triage system, the reception staff may ask you a reason for the appointment as this assists the clinicians when returning your call.**

**Patients are triaged by the clinical team and if necessary you may be asked to attend. If you have COVID symptoms you will be asked to attend the “Hot hub Tent” on the Practice car park. This area is protected and has strict infection control measures, cleaning and protocols in place. There is a specific entrance and arrival process which the GP will explain to you. Please do not be alarmed when the Doctor collects you for your appointment in full PPE (mask, visa, gown and gloves) You will also be asked to wear a mask or face covering and to attend alone if possible. If you need to be escorted then whoever arrives with you is also required to wear a face mask.**

**For those patients without symptoms you will be asked to attend at a specific time, this is important as the clinical team manage their own arrival chair in the practice. Please do not attend earlier than your appointment otherwise remain in your car until your appointment time.**

**There are signs outside the door explaining social distancing and the need to wear a mask at your appointment. You must ring the bell and the Receptionist will allow you in. Please use the hand gel inside the door area and take a seat on the numbered chair allocated to you when you arrive. Chairs are all safely distanced to protect you. The arrival desk is also enclosed with screening and the staff will be wearing PPE.**

# **Following your appointment you will be escorted out of the building by the clinician or the Reception staff.**

# Administration

**We ask all our patients to order medication online or through the POD, please ensure you have a nominated pharmacy, please discuss this with your pharmacist or a member of the Reception team. The online registration form is available on this website. Please refrain from bringing your prescription slip to the practice.**

**If you require a sick note please follow the instructions on the website and complete the request. Only ring the practice if necessary.**

**If you wish to register with the Practice please complete the online form on this website, and complete the new patient questionnaire. If you require an appointment following your registration or medication please allow 7-10 days and contact the practice on 02476 382554. If you are registering children we will require the immunization details upon registration.**

**If you are shielding or prefer not to leave home and are unwell. Please ring the Practice the Doctor will contact you and decide if a visit is required. The Doctor will arrive wearing full PPE (mask, gloves, visa, scrubs and gown) please do not be alarmed this is to protect you during the visit. You may also be asked to wear a mask.**