

# **CORONAVIRUS - PLEASE READ**

## **IMPORTANT NOTICE REGARDING CHANGES TO THE APPOINTMENT SYSTEM**

Due to the ongoing situation with Coronavirus, we are taking measures in line with guidance shared by NHS England and Public Health authorities to minimise risks associated with the virus.

In order to protect our patients and staff and we are asking our patients support with this.

What does this mean for you?

### **Appointments:**

We are asking all patients not to attend the practice without prior agreement from a member of the practice team. From Monday 16th March 2020 we want to minimise the number of patients attending the Practice for face to face appointments. This means that all patients are required to contact the practice by telephone to request an appointment, providing details of their need. A member of the practice team will then phone you back to discuss your need, and wherever possible this need will be met over the telephone. If the clinician deems that you require a face to face appointment, you will be asked some screening questions to determine whether there is a need for a coronavirus assessment. If this is the case you will be asked to self-isolate for 7 days. If there is no risk you will be given a face to face appointment.

### **Existing appointments:**

All pre-existing appointments are being reviewed by the clinical team. If it is deemed that your appointment is not urgent this may be cancelled and re-scheduled at a later date by the Practice. If the appointment needs to go ahead, wherever possible this will take place over the telephone. If your appointment is being cancelled or changed to telephone, our administrative team will contact you to advise you of this. If the appointment needs to be face to face you will be contacted prior the appointment and asked some screening questions to ensure it is appropriate for you to attend the Practice.

## **Access to the Surgery:**

Access to the building will be restricted to the patients who have been invited for an appointment by a member of the practice team.

## **Prescriptions:**

Paper requests for repeat prescriptions have temporarily been suspended, again to avoid the spread of the virus and where possible we will electronically send the prescription to your nominated pharmacy.

To order a repeat prescription, please either:

- Request online. If you have online access.
- Via econsult which is available on our website.
- Until 31st March 2020 if you do not have access to the internet you may request your medication over the phone please call the surgery and select option 5.

Remember to use the hand sanitiser provided when entering the building or wash your hands in the patient toilets.

This is a very challenging time for us all and we would appreciate your co-operation during this period of uncertainty.

Please remain honest and courteous to our staff at all times, any incidents of dishonesty, verbal or physical abuse will result in removal from the practice list. Staff at the practice are doing their best in difficult circumstances.

Our priority is the health and safety of all our patients and staff.

Thank you

Partners

The New Surgery & Brambles Branch Surgery