

CORONAVIRUS – PRACTICE UPDATE

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 to minimise risks associated with the virus. In order to protect our patients and staff and we are asking for our patients support with these changes.

New Appointments

We are asking all patients not to attend the practice without prior agreement from a member of our clinical team. With immediate effect we want to minimise the number of patients attending the surgery for face to face appointments. This means that all patients contacting the practice will be offered a telephone appointment in the first instance. Telephone appointments can also be booked via online services. A member of the clinical team will then phone you 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 you have any coronavirus symptoms before being offered a face to face appointment.

Existing appointments

All patients with a pre-existing appointment are being contacted to change the face to face appointment to a telephone appointment and then will follow the process for new appointments

Access to the Surgery

Access to the building will be restricted to the patients who have been invited for an appointment by a Clinician. Where practical, only the patient with the appointment will be allowed into the building. For children, only one parent / guardian will be allowed to accompany the child.

Please to use the hand sanitiser provided when entering the building in the event that this is no longer available please wash your hands in the patient toilets.

Prescriptions

Please request prescriptions via online where possible. Prescriptions can be requested at any time during normal surgery hours, however to minimise waits on the telephone it may be best order your medication in the afternoon when the phone lines are quieter.

Paper requests for repeat prescriptions should be placed in the box in the entrance lobby; however you will not be able to collect your prescription from the surgery. At the time of ordering we will ask **you to nominate a pharmacy** for the prescription to be sent to. At a time where our GPs may be remote working, they will be unable to physically sign paper prescriptions and sending these electronically will be the best option for our patients.

Thank You

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

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

Thank you
Seaton Surgery