

Coronavirus update 24/03/2020

Dear Patients

Following the Government announcement on 22/03/2020 regarding the problems we are all facing with Coronavirus (Covid – 19) we want to reassure all our patients that we are still here working to ensure your healthcare needs are met in the safest way possible. This has meant that we have made some changes to the way we are working as detailed below:

Contacting the surgery

We are continuing to operate a telephone triage. No face to face appointments will be offered, these will all be booked by our clinicians. To help us with this we ask that you give our receptionists a description of what you require, this will enable our clinicians to prioritise the calls. Our Doctor or Nurse will call you back, therefore we ask that you ensure when booking a telephone appointment we have the correct contact number for you. Our clinicians are having to call patients back a number of times before getting through taking valuable time that could have been spent dealing with another patient. Please will you help us to help you by keeping your phone at hand. Our clinicians may also be using private mobiles whilst working remotely and therefore the call may come through to you as a withheld ID.

E- Consult is available please visit our website www.seatonsurgery.co.uk

E- Consult is a platform that allows patients to consult with our GP by simply completing a quick online form. We advise you not to use this method for urgent calls. You can also make administrative requests via this method.

Access to the building will be restricted to the patients who have been invited for an appointment by a clinician. We ask that you do not to attend the surgery without prior agreement and when attending please do not bring other people with you to the appointment, vulnerable adults and children can, of course, have one family member or friend when them if necessary. This is in an effort to limit the number of people entering the premises unnecessarily.

PRESCRIPTIONS - Please do not attend the surgery to request a repeat prescription. For those patients who are unable to order on line we will now accept prescription requests over the telephone during this period. We also ask that patients to nominate a pharmacy of their choice to enable us to send prescriptions electronically. For those patients who are not already signed up for on line ordering of prescriptions but would like to arrange this, please contact the surgery.

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

Thank you

Seaton Surgery