

SURGERY STATEMENT 16th MARCH 2020

Changes to our appointment system to protect patients and our staff.

From **16 March 2020**, we are cancelling all routine face-to-face GP appointments. Instead, we will be offering an enhanced telephone service. All requests for appointments must be made by phone, and will be triaged by a clinician over the phone. If you need to be seen face-to-face, this will be arranged for you.

Video consultations will be launched this coming week, to provide patients with another option to connect with their GP.

What about pre-booked appointments?

If you have a routine appointment booked at the surgery with any clinician you will be telephoned before your appointment and asked some simple questions to assess if you are well enough to come to the surgery. **PLEASE DO NOT ATTEND THE SURGERY UNLESS YOU HAVE BEEN TELEPHONED AND TOLD THAT YOU SHOULD COME IN.**

What about new follow up requests?

We will attempt to do most follow ups over the phone. If a clinician asks you to make a follow up appointment, please book this via Reception as usual, informing them that it is a telephone appointment. Clearly, not all follow ups can be done over the phone, and if your clinician wants to review you face-to-face, they will inform you – so you can inform the Reception Team.

We need to work together to protect the community and our staff. Patients are still attending the surgery with cold and flu-like symptoms and this is not acceptable at this time. It puts the health of vulnerable people at risk, and the health of our Surgery Team, who have to support the patients we care for.

We thank all our patients for their support and understanding during these extraordinary times.

Thank you