Hi all,

Just wanted to touch base with you all as it has been many months since we last had any kind of communication due to these unprecedented times.

I hope you are all keeping well and safe, I wanted to update you on the current situation with the practice and their services.

It is the practices priority to keep all staff and patients as safe as possible while the country has this terrible pandemic that threatens our health.

We are all working hard to keep access to the practice as accessible and as safe as possible.

The front entrance to the practice has not be open to the outside world since March 2020, however this does not mean that there is no access to clinical services, we have always remained open. We have measures in place to enable our patients to access a clinician as safely as possible whilst keeping our staff protected.

Should you need to see a GP, Nurse or Health Care Assistant we have introduced some safe options that hopefully meet our patient's needs.

- Telephone Consultation
- E-Consultations
- Video Consultations
- Face to Face - following a telephone triage consultation from a clinician.

Sometimes it is not always necessary to see a GP face to face, to help the practice and our patients we have trained our reception team to sign post to alternative services to make access to alternative and appropriate services for the patient's needs.

We also recognise that receptionists are not clinicians and will never make a clinical decision regarding a patient's medical needs, they will only offer an alternative, to help the patient access the most appropriate service for their medical need.

We are encouraging and supporting patients to order their repeat medication on-line, their medication is sent remotely and directly to their nominated pharmacy, most pharmacies deliver to the patients home free of charge.

For patients who have only acute medication this is encouraged to order via E-Consult, we also still have available ordering their medication over the telephone, this is available each day between 8.00am and 6.00pm. For all medication it is recommended that you allow 48 hours for it to be ready.

If you do need to attend the practice, we have clear signage in place to help point you in a safe direction towards a receptionist.

We have carried out risk assessments on all staff, a risk assessment of the premises has also been carried out.

It is not currently known how long these arrangements are to be in place, it is my intention to keep you updated as things progress.

I would encourage you to put forward any questions or suggestions you have, to help to the practice to continuing supporting our patients.

To put forward any suggestions or questions regarding the available services

You can email me alison.tones@nhs.net or Jayne.Mccarthy2@nhs.net

Many Thanks to you all for your ongoing support.

Alison Tones

Alison

Practice Manager.