

National Key changes to general practice in response to Covid 19

- All appointment requests are telephone triaged first (These appointments can be booked on line using patient services) Please note the GP will call you back on the number that you leave on the booking during the morning or afternoon, depending on the time booked. It will not be at the exact time booked.
- Any nurse appointments will follow the same process
- Any prescriptions will be sent to your nominated pharmacy, if you do not have one then you will be asked to nominate one, collection from the surgery is no longer an option.
- If you are taking simple non-complex medication then this will be authorised for 6 issues and can be collected from the pharmacy, please check when ordering. NOTE – you will not be able to have the medication early.
- Any forms/letters/test requests will be emailed or posted to patients, collection from the surgery is not an option.
- All non-essential services are suspended they include (the list is not exhaustive) –
 - Minor surgery
 - Ear irrigation
 - Travel advice/travel immunisations
 - Routine monitoring of long term conditions
 - Annual health checks
 - New patient checks

We are working hard as a surgery and wider health care team to ensure that we can continue to provide Health care during this pandemic, which involves taking steps to protect our staff and patients. We are following National advice and we ask for your understanding and support during this challenging time.

There is a lot of misinformation in circulation please use the links on our website to ensure that information is accurate.

Please follow the guidance that is issued and do not underestimate the potential for spreading the virus and its impact on our population.