

## **George Clare Surgery Patient Update 21/05/2020**

It has been a while since we last did a patient update and we have made some changes to the way we are working recently again and there are a few reminders we would also like to bring to your attention.

### **Appointments**

The surgery continues to operate a telephone consultation first appointment system. Appointments are currently not bookable in advance and are bookable on the same day before 10.30am. We operate a strict medical emergencies only policy for appointments outside of these times or during busy periods when all appointments have gone before 10.30am. Routine requests outside of these times will be advised to ring back the following working day or if it is felt it is not a medical emergency, you will also be advised to ring back the following working day.

### **Updating your contact details**

If you have recently changed your contact details, please can you let the surgery know by either submitting your changes on our website or updating your contact details on SystemOne online services.

### **Masks or face coverings**

We would be very grateful if you could wear a mask or face covering for any face to face interactions with our surgery staff. We would also be grateful if children over the age of 5-6 could also wear masks or face covering if they are able to tolerate one.

### **Childhood Immunisations**

The surgery has seen a significant increase in childhood immunisations appointments not being attended since the outbreak of COVID-19.

Guidance received on 16th April 2020 from Public Health England Advises the following:

Providing those attending for vaccination (including parents and carers) are well, are not displaying symptoms of COVID-19 or other infections and are not self-isolating because they are contacts of suspected COVID-19 cases, immunisation should proceed. Anyone with an acute febrile illness should not be immunised until the condition has resolved.

In order to reduce the number of visits to the GP Practice, 6 - 8 week baby checks will also be carried out at the time of vaccination and prior to this you will receive a telephone consultation with the GP in order to minimise your time at the surgery as much as possible.

In order to protect you and your child as much as possible, we have changed the way in which we run our Childhood Immunisation Clinics:

- Our clinics are currently only being run by a nurse only whereas previously both a nurse and healthcare assistant were present. In order to safely do this, the nurse now has 20 minutes per patient. This enables sufficient time for the parent/guardian to put on PPE and completing all appropriate paperwork.

- Only 1 parent/guardian is allowed to attend the surgery with the child
- Immunisations will be carried out in a "clean room" which is cleaned also after every patient
- Parents/guardians are advised to wait in their car or outside, ring and advise they are waiting and await contact from the nurse.

If you do not wish your child to attend for their scheduled immunisation, we would be really grateful if you could contact the surgery and cancel your appointment. You will be automatically re-invited by PROVIDE who schedule the immunisations.

### **Smears**

If you are due your routine smear and have been advised to contact us in due course, the surgery is in the process of restarting booking of these appointments. Please be aware there may still be a wait for an appointment but do ring the surgery to arrange this.

### **Test Results**

Calls regarding test results are only taken after 14:00 on the day. If you call outside of these times, you may be advised to call back at the correct time. We are in the process of adding this back onto our phone system message.

### **Collection of Prescriptions**

Prescription collection times are 10:00 – 11:00 & 16:30 – 17:30. Collections are not available out of these times.

### **Face to Face Contact with Reception**

Please only come to our doors if you have a prescription to collect during the specified collection times or if you have a face to face appointment. For all queries, please contact the practice on the telephone. You may be asked to ring the surgery if you attend for any other reason.

### **Flu Season**

We have today already begun planning for Flu Clinics and once further guidance is received, we will be able to share our proposed Flu Clinic dates and plans with our patients.

### **A big thank you!**

We would once again like to thank all of our patients for the support and kind comments we have received and remind everyone to stay safe and follow the government guidance.

The George Clare Surgery Team