

ELY BRIDGE SURGERY

Coronavirus (COVID19) Patient Information

Due to the Coronavirus (COVID-19) outbreak, we are monitoring the situation closely to try to do what we can to keep our patients and staff safe.

If you are experiencing symptoms, please do not come to the surgery. Please use the NHS Wales Online Symptom Checker www.nhsdirect.wales.nhs.uk/COVID19 or call 111 or NHS Direct Wales 0845 46 47

Below are steps we are taking at the moment, but please be aware that these will no doubt change in future days and weeks. Please consider following us on Facebook (@elybridgesurgery) and/or Twitter (@elybridgesurg) where we will post updates of changes

Limiting the number of people in the surgery at any time.

Appointments

- With immediate effect (From 2pm Friday 13th March) we no longer offer a walk in surgery. If you feel you need to be seen, please ring us on 02920 561808. The receptionists will ask you some questions before giving you an appointment so that they book you in appropriately.
- You will not be able to walk in to book an appointment, you will need to ring us.
- If you are profoundly deaf for instance and unable to hear us if you ring, please email reception.w97040@wales.nhs.uk so that we can make alternative arrangements for you
- Do not arrive more than 10 minutes before your appointment. You will not be able to wait in the surgery If you want to arrive before this time, please wait in your car
- Only accompany someone to surgery if they are unable to attend on their own
- We will stop booking appointments more than 2 weeks ahead (this includes nurse appointments) as we may need to cancel or change what we do
- Our telephone lines are likely to be much busier, so please bear with us if you are waiting for longer than usual to get through

Prescriptions

- You do not need to come into the surgery to drop off your request.
- You can sign up to My Health Online to request repeat prescriptions (online appointment booking has been suspended)
- If you want to drop the request off at the surgery, you can put them through the letter box rather than come into the waiting room
- When you send us prescription requests, **please write a choice of local Pharmacy on the back along with your up to date phone number**. Please note we will update this number onto your medical records, and for mobile numbers you will then receive texts for appointment reminders and other health matters. Please make it clear if you do not want us to do so.
We will arrange for your prescription to go to that Pharmacy
- Alternatively, attach a stamped self-addressed envelope to your request and we will post your prescription to you

Future plans

We are reviewing all our future clinics, appointments and non-essential services. This will include (amongst other things) all nurse appointments, Diabetes reviews, COPD Reviews, Asthma reviews, smears minor surgery, coil fitting, implant fitting.
Essential services will continue

This is a very busy time for us and our priority is to keep patients safe and well. We appreciate your co-operation to help us achieve this. Please only contact us for advice where really necessary, and please be patient with all of our staff who are trying to help

NG 16 Mar2020