

## **1 New way of working for COVID-19**

### **1.1 To all patients...**

To reduce your chances of catching the corona virus and to reduce pressure on the surgery during this busy time, we are running appointments in a different way. Please read the information below, so you know how to access your GP services.

### **1.2 If you need an appointment**

Please don't come into the surgery!

Instead book a phone appointment...

- Visit [www.helsbyandeltonpractice.nhs.uk](http://www.helsbyandeltonpractice.nhs.uk) to book online.
- Use the NHS app.

If you can't access the online booking services, you can telephone the surgery to request a phone appointment.

### **1.3 Face-to-face appointments**

We want to avoid face-to-face appointments wherever possible.

We'll deal with most of your needs on the telephone.

And before deciding if you need a face-to-face appointment, a member of our clinical team will ask you questions to check if you might have COVID-19.

Nurses/Health Care Assistants will continue to provide appointments for patients who need childhood immunisations, injections, urgent blood tests (as advised by a doctor), drug monitoring e.g. methotrexate and warfarin and urgent ECGs.

### **1.4 Telephone help**

You can speak to our nurses on the telephone if you have a long term condition and want a regular review or if you need advice.

### **1.5 Access to the surgery**

We will only allow people in to the surgery who have an appointment.

We have locked the front door to ensure no one wanders in by mistake. Please ring the bell!

Only the patient should come into the surgery. And if absolutely necessary, one carer, parent or guardian. Before allowing a carer, parent or guardian in, we will ask them questions to check if they might have COVID-19.

We've provided hand sanitizer. Please don't forget to use it when you come in; when you leave; or if you use the toilets.

## **1.6 Repeat prescriptions**

To order a repeat prescription...

- Make your request online. You can register for the service on our practice website [www.helsbyandeltonpractice.nhs.uk](http://www.helsbyandeltonpractice.nhs.uk)
- Put a written request in the letterbox outside the practice door. Please do not try and come into the surgery!

If you have been given a face-to-face appointment to see a doctor or nurse, you can collect your prescription in the normal way.

Please do not try and order a stockpile of medicines. We will not issue any more than your usual amount: so we ensure everyone gets what they need.

## **1.7 Self-isolation**

If you have to self-isolate, you don't need a doctor's sick note to give to your employer. Instead you should obtain an 'isolation note' from NHS 111 Online/Coronavirus Service [111.nhs.uk/covid-19](http://111.nhs.uk/covid-19) and follow the instructions there.

## **1.8 In conclusion**

This is a very challenging time for us all. We look forward to your help to make the new arrangements work smoothly.

Regards

**Dr Branwen Martin**  
**Senior GP Partner**