

## **ADDENDUM TO PRACTICE LEAFLET**

**DURING COVID19**

**REVIEWED 14.09.20**

**REVIEWED 12.01.21**

**REVIEWED 15.03.21**

Please note that during Covid19 Pandemic and for the foreseeable future there are changes to our services – Please see below but also check the website/facebook for the latest information.

Thank you.

### **ALL SITES**

No members of the public are allowed to visit any of the sites without a prior booked appointment.

Opening hours at all sites are subject to change, dependent on Covid 19 related illness and isolation.

### **APPOINTMENTS**

Patients have to telephone the surgery and all calls will be triaged by a clinician and either dealt with over the telephone/video consultation or asked to come in and be seen face to face.

All patients who have a face-to-face appointment will be asked Covid19 questions and asked to wear a face covering when they visit the site unless medically exempt.

Patients should not arrive more than five minutes before their appointment.

The doors to all sites are currently locked so the doorbell needs to be rung and you will be invited in and your temperature taken. Please allow time for staff to respond to the doorbell as they could be on the telephone.

The Nurses are still carrying out the majority of routine clinics. Minor Operations/joint injections; please telephone the surgery for advice.

### **NON NHS EXAMINATIONS**

**These are not currently being carried out, ie Medical reports, HGV, driving medicals.**

### **PATIENT PARTICIPATION GROUP**

**The group are now holding virtual meetings. Please contact the Fairlight Road site and ask for Sue or Jackie for more information.**

### **HOW TO REGISTER**

#### **Patient registrations during Covid 19 emergency**

During the Covid-19 emergency we are prioritising patient care. To minimise administrative work, all GP practices locally are requesting that you (and other members of your family) do not seek to re-register with another GP practice at this time. You should only ask to register with a new GP practice if:

- You, and your family, have physically moved to a new house and are now living in a new GP practices area
- You have a new-born baby, or a newly adopted baby or child
- You are a first degree relative of a currently registered patient who has returned to live with their family
- You do not currently have a GP, and need to register with one

If you have moved to a new house, but remain within your current GPs practice area, please do not re-register with a new GP practice at the present time, even if you intend to do so in the future.

Please do not seek to register with a new GP practice unless one of these four reasons apply to you.

If you are sending your registration documents through the Engage Consult portal, please send them as one file and only one patient per submission. If you have any queries, please ring our reception team.

**TO BE REVIEWED MAY 2021**