

PLEASE NOTE

Following the Covid19 outbreak and latest national guidance we have taken the difficult and necessary decision to suspend all bookable face to face consultations. In doing so we have tried to balance the health and well-being of all.

All Routine checks, reviews and tests have been suspended immediately. Examples include

New patient reviews • Over 75 health checks • Minor Surgery • Non-essential Blood Tests • Routine medication reviews (essential ones to be conducted by phone)

The ongoing Pandemic has created unique stress and pressure for all and continues to do so. We remain firmly committed to providing you with the highest standards of care and treatment and do ask that you please bear with us as we strive to do this in a safe manner for you and our healthcare team.

URGENT APPOINTMENTS:

1. All routine face to face appointments have been suspended indefinitely. These have been replaced by telephone consultations. You may also be given the option, following a telephone appointment of a video consultation via your phone or computer.
2. If you are asked to attend the surgery for an urgent appointment please note:
 - a. It is now **Mandatory** that you wear a **Face mask or Face covering** (which covers your nose and mouth). This is to protect you and the healthcare team
 - b. Prior to entering the premises we will take your temperature. This will be done by a Clinician in full protective clothing. **If your temperature is above 37.5** (for children) **or 37.3** (for adults) Celsius we may need to cancel the appointment. This will be the decision of the attending Clinician and we will still always offer you help support and guidance.
 - c. Please follow all current **Social Distancing** measures

HOME VISITS:

All Home Visits will be subject to a telephone consultation prior to any visit. Visits will only be completed where there is a clear need for medical intervention.

ACCESSING HELP AND GUIDANCE ONLINE:

Patient Access

By registering for online access you will be able to access your medical record and test results, order repeat prescriptions and discover local health services and advice for you or your family via your mobile or home computer.

If you haven't already, please sign up for online access to the surgery via

<https://www.patientaccess.com/>

eConsult

We know that you don't just need medical support during practice hours and that you may need advice at any time of day. Online Consult gives you 24-hour access to a wealth of tailored health advice, self-care tips and information on your next steps. All the advice and information available through Online Consult is clinically approved and provided by medical professionals.

To access this service please visit <https://www.online-consult.co.uk/org/weeping-cross-health-centre>

FOR THE LATEST NATIONAL ADVICE PLEASE VISIT:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

THE POTENTIAL BENEFITS OF SOCIAL DISTANCING



