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Patient update on service provision during the Pandemic

This update is to ensure that we are keeping our patients informed of how the surgery is working on a daily basis during this difficult time.

We would appreciate your co-operation on the information provided below –

- **Changes in the way we are working:** To protect our staff and to enable us to continue to provide essential services on a daily basis we have split our staff into two teams. Each team has a compliment of staff from each area of the practice this includes GP's, Practice Nurses, Receptionists and Administrators, only one team will be on-site at any one time and we hope that this decision will allow us to prevent any cross contamination amongst the teams. This should allow us to continue to provide essential services.

Triage Service: You will have noticed that any calls coming into the practice are being triaged by clinicians. This is for the benefit of you as patients and our on-site staff. Should the clinician feel you need to be seen they will ask you to come down to the practice at a specific time to ensure social distancing is maintained. You will be met at the main surgery door and asked to use alcohol hand sanitiser before you enter the building, our staff may be wearing Personal Protective Equipment (PPE) please do not be alarmed by this it is for their own and your safety.

Practice nursing services: We are only offering essential services which include-

Essential dressings which you cannot do yourself at home

B12, Prostag / Zoladex injections

Childhood immunisations and contraceptive injections

Essential blood tests for monitoring of medication or requested by a clinician these appointments are bookable on separate days Monday for over 70's and vulnerable groups and Tuesdays for under 70's

Patients attending for these services will be asked to go upstairs

We would appreciate it if patients do not routinely turn up to the surgery without a pre booked appointment, as we may not be able to deal with your queries. Please contact us in the first instance by telephone.

- **On-line access:** For patients that have on-line access we encourage you to use this to request a repeat prescription. The standard guidance is to only issue one month's worth of medication so that we do not over burden the stock of medication at pharmacies. However, in certain circumstances we may be able to provide more than the recommended amount. If you require your medication to be delivered please discuss this with the pharmacy directly on 01785 822 228 The pharmacy has also changed its opening hours as follows: Open 9.15 to 12.30 Closed for lunch 12.30 to 2.30 end of day closure 17.45
- **On line consultations:** We have an excellent service available for you to use which you can access via a link on our website or via your patient access log in. You can get lots of on-line advice 24/7 allowing you to check your symptoms, receive medical advice and contact the surgery 24/7 through patient access. You will gain access to a wealth of medical information including articles and videos. By filling in a simple health enquiry form you will be able to read information on how to treat your symptoms and advice on what to do next. The form will then come straight through to the surgery and we will review the information provided.
- **Sick notes / self-isolation notes:** For any Covid 19 related issues please go to 111 on-line website and follow the instructions do not contact the surgery.

We have had many requests from patients regarding letters the government are sending out to our highest risk patients who will need to quarantine themselves for 12 weeks. Please be advised this is being organised nationally and the surgery is unable to provide advice or add patients to the list at this time.

For up to date Covid 19 information relating to social distancing and self-isolation please refer to www.nhs.uk/conditions/coronavirus-covid-19

For patients that require sick notes for any other reason please contact the surgery by phone.

- **Repeat medication requests** – We are currently able to take these requests over the phone alternatively please drop your request slip into the letter box next to the main door. There is no need to come into the surgery to drop these off they will be dealt with in the usual way.

We are receiving new guidance on a daily basis and are trying to adapt our services in line with the recommendations and will try to keep you updated as much as possible if we need to change things that may affect the services we provided.

- **Isolation guidance** -You may find that you are talking to someone on the phone or seeing someone that you are not familiar with this is because we may have staffs that are following the guidance to self- isolate and this will have an effect on our day to day staffing levels. I can assure you that you are in good hands and your care will not be affected in any way.

We would like to thank you for your co-operation and patience during this worrying time and re-assure you that we are here to help where we can.

Please help yourself by ensuring that you are following the guidelines regarding self-isolation and social distancing. Please do not take any unnecessary risks and hopefully normal service can be resumed as soon as possible

Many thanks for taking the time to read this information

**Lisa Smith
Practice Manager**