

COVID 19

The last few months have been a difficult time for both staff and patients. As lockdown eases and shielding ends we are moving into the next phase of re-establishing services.

Coronavirus has not disappeared and we still need to have measures in place to protect both staff and patients.

This newsletter outlines our current procedures to maintain social distancing in the waiting room and reception area and to keep staff and patients safe.

GP appointments

For the foreseeable future we will be continuing with a total triage system for GP appointments. This means that no face to face appointments can be booked without it first being reviewed by a GP.

The easiest way to let us know what you require is via our **eConsult** facility accessed from our website kippaxhallsurgery.co.uk

This service is available at any time so there is no need to wait in a telephone queue, let us know what you require at a time that is convenient to you.

For children and patients who are unable to use e consult telephone triage appointments will still be available.

A blue banner for the eConsult service. On the left, the 'e consult' logo is displayed in white and green. The main text in white asks: 'Want advice from your doctor, self-help information or have an administrative request (such as a sick note or test results)?'. Below this, it says 'eConsult and get a response before the end of the next working day or sooner'. At the bottom left is a red button with the text 'GET STARTED'. On the right side, there is a cartoon illustration of a blue teardrop with a face and a green speech bubble containing the text 'e consult'.

Nursing appointments

Our nursing team are able to provide smear tests and childhood vaccinations and we would urge you not to delay in booking your appointment.

We are slowly re introducing long term condition reviews however you may find that it takes a slightly different format to reduce the time spent in the surgery. For example asthma and COPD reviews may be carried out over the telephone.

If you have any concerns regarding your long term condition please contact the surgery and do not wait until you receive your invite.



Face Masks

- In order to protect staff and patients we are asking that all patients attending the surgery wear a face mask unless you have a specific medical condition that makes this unsafe for you to do so.
- If you think this applies to you please let the team know at the time your appointment is booked. We will then review your appointment and decide if alternative arrangements need to be made.
- Please note if you attend for an appointment without first notifying us that you cannot wear a face mask your appointment may not be able to go ahead and will need to be re arranged.
- Young children are exempt from face masks however we would ask that they remain seated with you at all times.



Arriving for an appointment



- Please do not arrive too early for your appointment to prevent overcrowding in the waiting room.
- Let us know that you have arrived by using the self-arrival screen, please use the hand sanitiser before and after touching the screen.
- Designated seats are 2m apart - please avoid touching unnecessary surfaces.
- The clinician will come to collect you when they are ready.
- In some circumstances you may be asked to wait in your car or outside of the surgery and the clinician may then arrange for you to come in at the back door.



Reception desk



- Due to the limited space in the waiting room and around the reception desk we are unable to deal with face to face enquiries and bookings. Please either telephone the surgery or complete an e consult to let us know what you require.
- Any paperwork that you require will where possible be sent out in the post, by email or by text message.
- **We would ask that you only enter the surgery if you have pre-arranged appointment.**



Prescriptions



During lockdown repeat prescription request were being taken over the telephone. With the increase in calls we can no longer offer this service and request that all repeats are requested by one of the following methods unless you had a previously agreed arrangement

1. Using our on line service
2. Using the NHS App
3. Sending an email to kippaxhall.reception@nhs.net
4. By putting your request in the external post box

All prescriptions will now be going electronically to your nominated pharmacy. If you do not have a nominated pharmacy or wish to change it please let our reception team know. We would also ask that any prescription queries are made over the telephone and not at the reception desk.



Urine Samples



Historically we have accepted urine samples for patients who thought they may have a urinary tract infection without it first being assessed by a clinician. This resulted in many unnecessary tests. Going forward we will only be able to accept urine samples when it has been requested by a clinician or if you have completed an e consult regarding urinary symptoms.

We would like to thank all of our patients for working with us during this unprecedented time and to help us all going forward by adhering to our current guidelines.

**If you wish to provide any comments or suggestions please let us know at:
kippaxhall.reception@nhs.net**