

We again need to start by saying another huge **THANK YOU**

We are so grateful for all the help and kindness that you have shown during these difficult times.

We have had visors, masks, glasses, scrubs, bags and wipes donated, along with raffle prizes and other equipment. The volunteer groups have been amazing with collecting prescriptions and medications, and helping others who are isolating and struggling with shopping and other supplies. This community effort has been incredible and we want all involved to know that these efforts are valued by us as a Practice and also our patient population, all of whom are benefiting in some way from your generosity.

The New “Normal”

If you have attended the surgery you will have noticed some changes in the surgeries. These are in place to help protect you as patients and also to protect our staff and ensure we have a safe working environment.

- **Attending the Surgery** – We continue to ask that you **DO NOT** attend the surgery unless you have a previously arranged appointment. We are trying to keep the number of patients in the waiting room to an absolute minimum for your safety and ask that if possible you wait outside or in your car once staff are aware that you have arrived. We would be grateful if adults attending appointments could do so alone unless a carer is absolutely essential.
- **Face Coverings** – In light of new government guidelines and in an effort to protect all patients and staff we would like to ask **ALL patients attending the surgery to wear a face covering**. This does not need to be a medical or surgical mask, a simple double layered scarf or home made covering will be fine. We appreciate that this may seem an inconvenience and we hope that this will be a short term measure as levels of the virus hopefully reduce.
- **PPE** - The clinical staff are continuing to wear PPE when seeing patients. This is to protect you as patients and us as staff.
- **Screens** – We are operating with closed and lowered hatches at Reception and in the dispensary. This is again to prevent viral transmission, but should you have any difficulty with this please let us know.
- **Prescriptions** – Collections can be made from Cressage dispensary but we ask that you keep attendance to a minimum and if another member of your household also has regular medication, that these are collected together. We have a community delivery group so should you be isolating and have difficulty getting to the surgery please let us know so we can put you in touch. Much Wenlock prescriptions are being taken directly to the Much Wenlock Pharmacy twice a day for patients to collect.

Accessing The Surgery

At the surgery you will have noticed that we are working slightly differently, as we try to utilise technology to help us to continue to provide a high standard of service to our patients, whilst minimising the need for you to leave your home. We wanted to make you aware of the ways in which you can access us, and how we may communicate with you.



eConsult – This is a simple and convenient way for you to seek guidance or contact us at the surgery. You can access eConsult via our website 24 hours a day, using it to search for information or help based on your symptoms, or submit requests to us electronically. The service offers around the clock NHS self-help information, directs patients to services and provides a symptom checker. This can also be used for problems such as contraceptive reviews and advice, prescription queries, sick note requests amongst many others. We will provide a response from the surgery within 48 working hours, and endeavor to help you as soon as possible.



Text Services – We have text message services which are incredibly useful for us to notify you of changes and updates regarding the practice and other measures linked to COVID-19. We can also use these services to pass on messages or results, to gain information about any ongoing conditions to help us review treatments and to update you on prescription requests or other queries. We need both your mobile phone number and also your permission in order to use this service, so if you haven't already notified us that you would be happy to receive text messages from the surgery please let us know so we can update your information on our system.

Telephone – We are still operating our usual phone lines but we ask that if possible you use the eConsult service to make enquiries as you will understand that the lines may be very busy due to demand. Appointments can only be booked on the phone due to a temporary suspension of online booking due to us needing to speak with all patients prior to attending the surgery.

And Finally....

We are very grateful for your patience and understanding during these difficult times, and understand that so many changes in such a short time can be challenging for all of us. Your ongoing support has been very much appreciated by all of us at the practice.