

# Appointments – changes due to Coronavirus (Covid-19)

## Update 31 August 2020

In accordance with guidance received from the NHS and Public Health England, we continue to review and have changed how we provide appointments to ensure the safety of patients and colleagues.

Each of our locations, Danebridge Medical Centre, Kingsmead Surgery and Sandiway Surgery are all operating differently.

With effect from **Monday 7 September 2020**, we will be re-opening Sandiway Surgery, which will become our designated location for patients in the Extremely Vulnerable Group, formerly *known as Shielded*. Danebridge Medical Centre will remain our central surgery, with Kingsmead providing key services and being our main location for the Flu Vaccination Programme 2020.

Appointments can be arranged online, by telephone or through the NHS app.

- **For an Urgent Same Day Consultation phone 01606 544544, selecting Option 1**
- **To arrange a Routine Follow-up Consultation phone 01606 544544, selecting Option 1 and a member of our Patient Services Team will schedule a consultation with a member of our clinical team.**

If a clinician is currently actively working with you to manage your condition / illness, we will aim for you to have continuity of care with that person. At this time, we are however unable to specify a clinician, if it is not an active condition.

All appointments, including those online are initially by telephone or e-consult. Please be aware that we are unable to provide you with a specific time when a clinician will call, but we can indicate how many other people are on the list before you. You should expect a call from Danebridge Medical Practice.

Should the clinician need further information, they may arrange a video consultation; request that you send a picture through a secure text message; or you may be invited for a face to face appointment.

Face to face appointments are by invitation only; please do not attend without an appointment.

You should arrive no more than 5 minutes before your appointment and you will be greeted by a member of our Patient Services Team. You should wear a face mask, if you have one. Also, please dress appropriately for the weather, as regrettably you will not be provided with access to the surgery before your appointment time.

The clinician who has arranged your appointment will be advised of your arrival; will ensure that they are wearing the appropriate PPE; and will collect you from the carpark for your appointment.

Unless you are advised to do so by a clinician, please **DO NOT** visit Danebridge Medical Practice if you or your household have any Coronavirus symptoms. If you believe that you have Coronavirus and your symptoms are serious or are getting worse, please visit NHS 111 online where you will be advised if further medical help is required.