

LOOKING AFTER THE HEART OF THE COMMUNITY

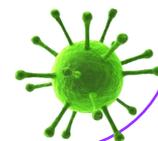
## Covid19 Pandemic

We hope that all of our patients are staying safe in what is a very unusual time for us all. We have made some changes to our Practice to reduce the risk of infection to all our patients and staff.

We wanted to thank you for your patience during this difficult time. As you are aware, Practice is operating a little differently to ensure we keep you and our team safe. If you need us we are here for you, however due to increased demand from Coronavirus queries we are triaging and prioritising all enquiries. It may take a little longer than usual for us to get back to you but we will respond to all patients within 3 working days. If you are unwell and need urgent advice then please contact us by phone or call 111 if we are closed.

***Please see below for details on the best way to contact us.***

To prevent the spread of the disease please **DO NOT COME** to the Practice unless you have an appointment.



## Ask my GP

AskmyGP is a system we use to receive appointment requests from patients. It is the easiest and fastest way to contact your GP. We respond within working hours between 8am and 6.30pm Monday to Friday. The aim of this system is to deal with all requests on the day that they are submitted, or if submitted outside of normal working hours, during the next working day, so that you don't have to wait for the help that you need. Please note, during Covid 19 it may take a little longer than normal.

We are keen to get as many patients as possible using askmyGP. You can set yourself up online via our website [concordmedicalcentre.co.uk](http://concordmedicalcentre.co.uk) or speak to one of our receptionist who will be happy to help.

## Face Coverings

As part of our Covid Secure assessment we require all patients to wear cloth face coverings when attending the surgery, as it may be difficult to maintain effective social distancing separation within the surgery and pharmacy premises. In order to protect other patients and staff at the surgery, we are asking that patients and visitors wear a face cloth covering. If you attend the surgery for a non urgent problem, you may not be seen at the time of your appointment unless you are wearing an appropriate face covering. If your problem is considered urgent and you do not have your own face covering, you may be required to wear a cloth face covering supplied by the surgery before being seen.

We ask for the patient and only one essential carer or family member to attend the surgery wherever possible. If the carer or the single family member accompanies the patient into the surgery or the pharmacy premises, then we ask that both of you wear face coverings.

The exception to this would be if wearing a face covering might cause significant distress to the patient, or they are a child under 8 years of age.

## Repeat Dispensing

NHS England has directed all GP Practices that have not already done so, to move patients to 28-day repeat dispensing with immediate effect. This change will save GP Practices valuable time and will relieve pressure on the pharmaceutical supply chain, especially in light of the current Coronavirus. This means that you simply collect your medication every 28 days from the Pharmacy and you don't need to reorder via the surgery or patient access etc. - the pharmacy already hold the prescriptions for you.

Clearly for those who are not exempt from the prescription charge there is a cost implication and we understand that this may be difficult for you. If you are taking three or more medicines on a regular basis then a prepayment certificates will make this more economical - please see following link for more details on how to purchase this.

<https://services.nhsbsa.nhs.uk/buy-prescription-prepayment-certificate/start>



## Shielding Patients and Carers

Patients who are clinically extremely vulnerable should have received a letter from the surgery telling them they are in this group.

Guidance for those that are shielding can be found on the following link:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

As the situation evolves, its important to know what support is available to you as a carer and those you look after. More information can be found below:

<https://www.carerssupportcentre.org.uk/coronavirus-guidance-for-carers/>

Southern Brooks is committed to working together to find solutions to make sure that as many people as possible stay health and connected. They can help with access to emergency food and regular phone calls to check on people who may be a bit isolated and lonely. You can call them on 0333 5774666 or email

communitysupport@southernbrooks.org.uk

## Looking after yourself

We know that it is a really difficult time for everyone. Please click on the links below for tips on how to look after yourself during the Covid 19 pandemic:

<https://www.nhs.uk/change4life>

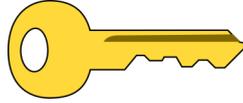
<https://www.mentalhealth.org.uk/coronavirus/looking-after-your-mental-health-during-coronavirus-outbreak>



## Patient Access

Patient Access allows you to order repeat medication, book and cancel nurse appointments, access your medical information and update your details.

If you would like to set this up, please ask at Reception. You will need to provide 1 photo ID and 1 address ID



## Contacting us

**The main number is 01454 616767**

*Our busiest times on the telephone is between 8.00—10.30am, so if possible avoid these times*

[www.concordmedicalcentre.co.uk](http://www.concordmedicalcentre.co.uk)

Click on the 'askmyGP' link on our homepage to contact us for medical help and advice. A GP or relevant member of our clinical team will then contact you back.

Monday 8.00am—6.30pm

Tuesday 8.00am—6.30pm

Wednesday 8.00am—6.30pm

Thursday 8.00am—6.30pm

Friday 8.00am—6.30pm

Saturday 8.30am—12.30pm (pre booked only)

You can also use the following direct dial numbers these will save you going through the options:

**Prescriptions** 01454 205224

**Medical Reports** 01454 205225

**Referrals** 01454 205227

