

## Staffa Health Appointments Procedures

**15<sup>th</sup> March 2020**

All GP surgeries have been advised to move towards a telephone based service and to reduce face to face contact in a bid to slow the spread of coronavirus (COVID-19) in the community.

All Staffa Health surgeries are therefore currently closed to walk-in patients. All patients requiring an appointment, home visit or advice should call the surgery. Depending on your needs you will be booked an initial appointment that will be conducted over the telephone. If after your telephone consultation you need to be seen this will be arranged for you.

If you already have a telephone appointment booked in the coming weeks this will still take place but over the telephone. Please be prepared for a phone call from your clinician and do not come to the surgery.

Exceptions are appointments that require a physical procedure, namely:

- Blood taking
- INR (warfarin blood tests)
- Dressings
- Injections
- Baby Immunisations
- Post-natal mother and baby checks
- Contraceptive implants and Coil fits
- Minor surgery

These appointments will still take place face to face provided that the patient is well and has not got a cough or a temperature. Patients who have an appointment booked for any of the above procedures will be sent a text message or called by telephone the day before advising them not to come to their appointment if they have a cough or temperature.

If you are not sure whether you should attend an appointment please call us first. If you would prefer to cancel your appointment or you are self-isolating and cannot attend please let us know. All prescriptions should be ordered by calling the Medicines Order Line on 01246 588860 or via online ordering.

We apologise that this may be frustrating. We are working to safeguard the health and well-being of all patients and our staff and your understanding is appreciated.

Over the coming weeks and months we will still need to see patients who have respiratory symptoms who are unwell, perhaps because of other unrelated problems. We will not know whether they have COVID-19 or not. To allow us to see these patients while keeping the risk to our other patients and staff to a minimum, we have designated our Stonebroom site as a centre to see

patients with respiratory symptoms. We will also visit these patients at home if they are housebound.

Patients with respiratory symptoms will be isolated on attending the surgery at Stonebroom and they will be advised about how this will be arranged when the appointment is booked. There will be designated rooms that will be cleaned between patients. Patients will be seen by a clinician wearing disposable protective equipment to protect both patients and staff. No other routine appointments will be held at Stonebroom surgery. If you have a procedural appointment already booked at Stonebroom you will be informed in due course where this will now take place.

Patients who need to be seen who do not have any respiratory symptoms of a cough or temperature will be seen at our other sites, Pilsley, Holmewood and Tibshelf. But as before, all patients will have a telephone consultation with a clinician before any face to face appointment, regardless of their symptoms. Wherever possible we will be managing care and monitoring patients by telephone.

Our reception and clinical staff are working extremely hard to put the new processes in place and provide information and telephone appointments to everyone who needs them. Please bear with us, it is very busy. Please only contact your surgery by telephone and if you have an urgent need.

This is a large scale change to our way of operating and we will need to continue to review our processes to meet the current challenges. This is a situation that is changing daily and we will modify how we are delivering our service in line with these changes. We will update you on our website and on our Facebook page over the coming days.

Staffa Health

15.03.2020