

## **Bishops Waltham Surgery Update Wednesday 24<sup>th</sup> June 2020**

### **Self-Isolation Notes**

If you are self-isolating due to the Coronavirus NHS 111 have now set up a self-isolating note to provide to your employer this can be found at <https://111.nhs.uk/isolation-note/>

---

### **Doctors' Appointments**

Due to the Coronavirus, as of Monday 16<sup>th</sup> March we are only providing same day 'Telephone Triage' appointments with the doctors. If the doctors feel it is necessary to see you they will invite you to the surgery or may be able to do a video consultation with you if appropriate.

If you have a non-urgent routine problem we would appreciate it if you can use eConsult. Please click on this link <https://bishopswalthamsurgery.webgp.com/> to access eConsult or view further down the page for information. Please be aware this may take longer than the 2 days advertised on eConsult. For those that already have an appointment booked please do not come down to the surgery for your appointment the doctor will contact you via telephone that day.

Please note the telephone calls into the surgery have greatly increased as appointments are not available to book online and we are experiencing an increase in general enquiries. Please be patient with us as calls are taking longer as we have to ask screening questions, the team are doing their very best to answer all calls as quickly and efficiently as possible.

---

### **Nurse Appointments**

As of Monday 6<sup>th</sup> April 2020 the nurse appointments are moving to 'Telephone Triage'. On guidance from NHS England we are limiting the services that the nursing team will be providing. If you require a nurse appointment they will call you back first and book you an appointment if appropriate.

We are also limiting how far ahead nurse appointments can be booked to no more than one week, but we do still advise that if you have any of the symptoms mentioned then please do not come in for your appointment.

---

### **Dispensary**

The Dispensary is open daily 8:00am to 6:30pm and continues to provide a service to our dispensing patients.

However they are very busy and will be closed daily between 1:00pm - 2:00pm. We have made this decision to allow the dispensary team time to restock the shelves with medication and to be able to place orders for new stock that is required, this is important to ensure they can fulfil prescription requests.

To assist with government advice and help with self-isolation we will be offering all our patients aged 70 years and over a home delivery service during this time. We will be contacting you all in the coming week via text or telephone. If you would prefer not to receive this service please let us know via email on [whccg.bwsurgery@nhs.net](mailto:whccg.bwsurgery@nhs.net)

Our aim is to try and further reduce footfall into the surgery to allow both clinical and non-clinical staff to continue to provide a service to all our patients alike.

---

### **Prescriptions**

Where possible please request your prescription electronically either via Patient Access or the NHS App.

If you are a non-dispensing patient and collect your paper prescription from the surgery we ask that you please provide us with a Pharmacy you would like this sent to, as we are able to send your prescription electronically to that Pharmacy so you do not need to attend the surgery to collect this.

We are asking this to try and reduce the footfall into the surgery as much as possible to allow both clinical and non-clinical staff to continue to provide a service to all our patients alike.

If you really must attend the surgery please respect 'social distancing' from fellow patients and staff members.

Prescription for inhalers - Due to the coronavirus pandemic, we are only issuing inhalers to those who have needed them within the last year. If you are short of breath, wheezy or have symptoms that you feel require an inhaler, please arrange to speak to a doctor or the asthma nurse over the phone.

As we are currently experiencing a high demand for prescription requests, please would you therefore allow extra time to process your prescription before collecting and do not order your prescription too early as this will not be processed.

The team at Bishops Waltham Surgery would like to thank you all for all your kind words of support and doing all we have asked of you with the numerous changes we have had to make during this difficult time.