

### **Update on our service during pandemic**

We appreciate and thank all our patients for the support we have had during the Covid-19 pandemic. We are proud of what we have achieved keeping the practice running and working together during this difficult time. The following demonstrates the activity we have done between April and August 2020:

- We have provided 22,800 appointments for our patients
- Our receptionists have taken 81,000 telephone calls
- The clinicians have reviewed 8,500 test results
- The staff have processed 11,000 documents

Moving forward we wish to continue providing the best service we can for our patients whilst maintaining their safety during this ongoing pandemic and moving in to the winter months.

You are able to book a telephone triage slot with GP or use our eConsult system. From this we will help to investigate and manage your problem over the phone or secure video. Patients may also be asked to send in photos, to help with the diagnosis. This enables us to gain the information and discuss with you, and then if needed we can schedule a face to face review for examinations or assessment whilst maintaining social distancing in the waiting area. For patients unable to attend the surgery, the clinician will use other options such as eConsult, video consultation, request photos or a home visit.

In line with our policy and UK wide, we are wearing face masks and on consultation apron, gloves and scrubs. We ask that when you attend the surgery you wear face mask or covering. More information on the use of face coverings is available by using the following link:

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

Please contact specific companies, for example public transport, shops or other areas where masks are required, for more information on their own rules.

### **Covid 19**

If you have any symptoms of covid 19, you need to self-isolate and organise a test.

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

The following are also useful websites to refer to if needed.

<https://www.gov.uk/coronavirus>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

If you need medical advice or support then we can discuss over the phone. If a face to face assessment is needed then you will be asked to go to the hot hub facility at Horsham Hospital for an appointment that afternoon. This facility has been set up to ensure patient safety whilst getting assessment.