

CORONAVIRUS – THE ‘NEW NORMAL’ FOR NEWHILLS PRACTICE

It is important that we protect both our patients and ourselves from the risk of Coronavirus.

At the start of lockdown we learned from our experiences that most medical concerns can be safely and effectively dealt with over the phone or by reviewing photographs. Where this cannot be done safely we will arrange to see the patient in a controlled environment. To ensure safe distance we need to limit the number of patients attending the surgery at any one time. This will include patients attending for requesting and collecting prescriptions.

What to expect when you call for an appointment

We ask that you call between 8.30 – 12.00. This will allow us time to deal with your medical issue on the same day. If you call after 12.00 you will be asked to call back the next day. The only exception to this will be for emergency situations.

When calling - our trained staff will ask you the nature of your call. This is to allow us to prioritise urgent medical concerns and/or direct you to the most appropriate healthcare provider for your concern.

- Your details will be added to a list for a call back
- We will try and give you the clinician of your choice but due to the large volume of calls we cannot guarantee this
- Please keep your line clear so that we can get through to you easily. We cannot repeatedly return your call
- You will be called from an 0800 number. (08006783393). Please ensure your phone accepts calls from 0800 numbers.
- If the clinician feels that they need to review you face to face you will be given a specific time to attend

If you are given an appointment time to come down to the surgery:

- Please attend at this time only (not early or late) as you have been given an allocated appointment slot due to physical distancing requirements in the waiting room.
- Please wear a face covering.
- **Please attend alone (unless a carer is required to come with you)**
- If you have any COVID symptoms (cough and/or fever and/or loss of taste/smell) please **DO NOT** attend the surgery. Book a COVID test at: <https://www.gov.uk/get-coronavirus-test>

PRESCRIPTIONS

The Practice is moving towards Annual Prescribing. If you are considered suitable for annual prescribing, we will send a prescription to your regular pharmacy. You will then simply attend your pharmacy when you are due your medication. There will be no requirement to order medication. **WE WILL WRITE TO YOU IF YOU ARE CONSIDERED SUITABLE.**

In the meantime

- Do not attend reception to order a prescription. Please call our automated prescription line on 0141 531 8177 or ask the receptionist about registering for online prescription access.
- Where possible, please nominate a pharmacy that you would like your prescriptions to be sent to
- If you have nominated a pharmacy, **DO NOT** attend the surgery to collect your prescription
- Due to safe distancing/self isolation Practices and Pharmacies may be working with reduced staff. Prescriptions may take longer than usual. Please allow up to 72 hours for collection.

FLU VACCINATION

Please do not call the Practice about flu vaccination. This year's flu vaccinations will be undertaken by the Health Board for all over 65s. You will be contacted in due course.

For under 65s at risk, the Newhills Practice have requested that the Health Board undertake our flu programme and we will not be ordering flu vaccines. Under 65s at risk will be contacted once the over 65s clinics have been completed.

Eligible children under 5 will be contacted separately by Child Health.