

## **Major changes to appointments St George's Medical Practice and Dr Khan & Partners (Rushbottom Lane Surgery)**

Due to the ongoing spread of coronavirus, we are making changes to the appointments system with immediate effect. This to protect YOU - our patients, and our staff.

1. All patients requesting assessment by a GP, after having attempted self-care measures and consulted their pharmacist should call the surgery to explain your problem. We will no longer be booking appointments at reception. Your case will be triaged by a doctor, and if necessary, a clinician will phone you back the same day for assessment and advice, or offer you a face to face appointment at the surgery.
2. We are suspending the ability (whether online or by phone) to make face to face appointments in advance with a doctor or nurse, unless your problem has been triaged as above. After having assessed your case, if the doctor feels a follow-up appointment is required, they will make one for you
3. Appointments that have already been booked will NOT be cancelled. However a member of staff will call you up to 24 hours before the start time to triage your case and check whether a phone appointment with a doctor or nurse is more appropriate. If required, patients will still be able to see a clinician

### **Frequently asked questions (FAQ)**

#### **Why are you taking making these changes?**

The national advice is for anyone who suspects they may be at risk of coronavirus to stay at home, complete the online coronavirus advice tool (<https://111.nhs.uk/covid-19>) or call 111.

#### **Despite this advice, some of these patients are still coming to the surgery, putting all other patients and our staff at risk.**

The UK government has asked GP practices to triage all face to face appointments over the phone first to minimise the risk of spreading the infection.

#### **I want to see a doctor, what should I do?**

Call the surgery to explain your problem. The doctor will review your concern and decide the most appropriate action – either by speaking to you on the phone, or offering you a face to face appointment.

#### **I already have an appointment booked with a doctor or nurse. What should I do?**

You do not need to take any action. A member of staff will call you prior to the appointment. Do NOT come to the surgery until you have received the call.

### **What should I do if I am ill? Or if a family member is ill?**

If you or a family member have an emergency health problem such as signs of a heart attack, stroke, severe difficulty breathing, heavy bleeding that won't stop or severe injuries then call 999 or go to A&E. For children, this includes severe drowsiness, severe infections, a first fit, or swallowing something they should not have.

For anything else, review the NHS Choices self-help website, speak to your local pharmacist for advice or call NHS 111 which is available 24/7 for advice too. If you feel you need advice or treatment from your GP, see point 1 above –call the surgery.

### **What will happen if I just turn up at the surgery?**

If you turn up in person at the surgery without a pre-booked appointment that has been triaged, you will be asked to go home and referred to point 1 above.

### **What about home visits?**

For patients that are truly housebound and cannot come to the surgery, a doctor will phone first to understand the problem, and visit if required.

**We thank you for your patience and understanding during this time. We are working hard to protect our patients and staff whilst always striving to provide high quality care.**

**Remember, it is vital that if you suspect you may have been exposed to coronavirus, you stay at home and call 111. If you are asked questions about your travel history, it is vital that you answer truthfully. This is to protect yourselves, the public and all our healthcare staff.**

Dr M R Khan    Dr S A Patel    Dr M K Siddiqui    Dr C E Rose    Dr S K Gupta

Dr S C Chana    Dr P F Masud    Dr R Turner    Dr P E Long    Ms K Smith (PM)

13<sup>th</sup> March 2020

For further information please visit <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>