

# BEARSTED MEDICAL PRACTICE

## IMPORTANT CHANGES TO THE WALK-IN CLINIC AND ROUTINE

### APPOINTMENTS

To help protect you from the current Coronavirus risk we are suspending the walk-in clinic. We are sorry that we have to do this but our priority is to reduce people mixing and to keep you safe.

From **MONDAY 16 MARCH** we will **NOT** be operating the usual service, instead we are asking patients to telephone the surgery to request a telephone consultation. A clinician will call you back. If you need a face-to-face consultation we will arrange a safe time. This will run from 8-11 each morning. The same process applies to requests for routine appointments. It will also be possible to request a telephone consultation via email: [GP.G82074@NHS.NET](mailto:GP.G82074@NHS.NET)

If you have a nurse/HCA appointment booked for the next few weeks our clinical team are in the process of reviewing these appointments. They will identify appointments that are for urgent ongoing conditions. These essential appointments will go ahead **HOWEVER** you will be contacted by the surgery by telephone or text the day before or on-the-day to ask about your general health.

Already booked appointments for non-essential blood tests, travel, annual reviews etc will be postponed until a later date. The surgery will send a cancellation confirmation by telephone, text or letter.

**To reiterate Department of Health advice, if you have a respiratory or flu-like illness DO NOT come into the surgery. Instead consult the NHS website for the latest advice:**

<https://111.nhs.uk/service/covid-19>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

If after doing this you are still concerned, please contact the surgery.

**Whilst these precautions are in place the main doors of the surgery will be closed. Access will be via the side door for patients who have an agreed appointment. Prescriptions, samples, and dispensary collections will also be via the side door.**

Thank you for your help and understanding. We hope that it is only a brief interruption of our usual services but minimising the risk to our patients is paramount.