**Changes to how we operate from the 19th July**

We would like to make you aware of how Alexander House Surgery will be working as restrictions ease from the 19th July 2021. The pandemic is still ongoing and as such we need to ensure that the safety of our patients and staff is maintained.  Patients who visit the practice may be vulnerable with health issues, sick and or undergoing treatment so please continue to protect the NHS, yourself, and others.

**When visiting the practice, you will still be expected to wear a face mask and maintain social distance from others.**

Any patients unable to wear a mask will be asked to wait outside the building, after checking in, you will be asked to enter the building when the clinician is ready.

The reception desk and waiting area is open for those attending appointments, but we will still limit the maximum amount of people allowed in. There is reduced seating so please don’t arrive too early for your appointment.

Please avoid coming to reception for general enquiries. Please use eConsult for non-urgent medical queries and sick notes. For everything else please call.

You cannot request a face-to-face GP appointment despite media coverage. All GP contact is through triage first model.  Following a GP telephone triage consultation or after completion of an eConsult you may then be asked by the GP to attend the surgery for a face to face appointment on that day.

The Reception Team are not able to book face to face appointments with GPs directly so please respect that.  We are aiming to provide a service in a safe and secure way. This model for most patients is more efficient and convenient.

Please continue to use the hand sanitisers at the surgery; they are conveniently placed throughout the building on the walls in the corridors.

Over the summer months we will have reduced staffing due to possible self-isolation, cover of the vaccine centres, covid sites and staff holidays; this will mean that routine capacity is reduced whilst we are managing urgent on the day demand.

Generally, the volume of calls, requests and emails has increased hugely due to the pandemic, but our team strives to answer the telephone and respond to requests as soon as they can; we apologise to you in advance if this is taking longer during these difficult times.

We are grateful for your understanding and patience. We continue to adapt our services in line with guidance from Public Health England and our CCG regarding how we provide care.

Thank you for your ongoing patience and support.

Alexander House Surgery