

Builth & Llanwrtyd Medical Practice

www.builthsurgery.co.uk

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Following a number of recent changes we have put together the following information and hope you find it useful.



Our telephone lines continue to be busy. In order to support the system, our reception team and also reduce your wait on the telephone lines it would be helpful if you could all make non urgent calls and routine blood test appointments after 11.00. If your call relates to your Covid Vaccination, please visit <https://pthb.nhs.wales/coronavirus/> or contact the booking center on 03456 027053. The Health Board is currently not involving the surgeries in any more vaccinations. We are also not able to provide any confirmation of vaccine for travel purposes.



We regularly update our surgery website www.builthsurgery.co.uk and our Facebook page with current information, contact points etc. there is also a link to NHS direct. If you have a general enquiry you may be able to find your answers here without telephoning the surgery.



Appointments – we continue to offer both Face to Face and telephone appointments. For Doctor's appointments please be guided by the receptionist when you call: although a telephone appointment may be more convenient there are some conditions that need to be reviewed by the doctor in a consultation. **Please do not attend for an appointment if you have had contact with anyone displaying Covid symptoms, have had a positive Covid test or have symptoms that could be linked to Covid – Book a test and await a negative result. If you consider the matter is urgent please phone for advice on how to proceed.**

When you attend the surgery please ensure that you are complying with the guidelines at the surgery entrance, wear a mask (unless a medical condition prevents you from doing), use the hand sanitisers when entering and leaving, do not arrive early, come alone unless you need support, use the automatic check in screen and take a seat in the waiting room. If all seats are used please wait outside until one becomes available as we will have reached our capacity.

In line with guidance it is important that contact time is limited, we would therefore ask that the 10 minute appointment is respected both to manage the contact situation and to avoid delays in the waiting room. If you have more than one problem to discuss you will be asked to make a further appointment for this reason.

We remain working within the guidelines to reduce the amount of contact time, disinfect the clinical rooms after each contact and wear appropriate Protective equipment and this will be continued until guidelines change.

Thank you for working with us.

